

Teradata Premier

Maximize Your Investment with Teradata Support

Teradata Premier Support stands apart as the industry's best maintenance and support offering. Our extensive experience allows us to provide unmatched protection for business-critical environments and is designed to maximize availability and minimize risk.

The flexibility to deploy a hybrid cloud architecture is important—and Teradata provides proven, world-class maintenance and support, regardless of how you choose to deploy our solutions. Whether it is on-premises with Teradata hardware, in a private cloud in your data center or ours, in a public cloud, or a combination of these options, Teradata Customer Support and Services has you covered. We offer superior integrated hardware and software, software-only, and cloud support while providing world-class maintenance and support with reactive incident management.

A Foundation for Future Success

Successful deployments require the right foundation of support with flexible coverage and response time options. Premier Support delivers just that through our world-class secure support portal **Teradata Access**, which provides anytime, anywhere access, downloadable software, knowledge base searching, communities/forums, self-paced learning, and other value-added features. You can have peace of mind knowing that Teradata uses highly developed and proven processes with experienced resources, providing an unmatched service level. Premier Support delivers a solid foundation for ongoing success.

Support Services that Deliver

You've chosen the most powerful solution, it's only fitting that it comes with a premier level of support. System downtime can greatly impact revenue, productivity and customer satisfaction for businesses with an integrated information technology strategy. To succeed in today's fast-paced environment, you need to

The only partner you need to keep your system always on and always performing, whether on-premises or in the cloud.

not only address problems when and where they arise, but also anticipate issues before they become problems.

Proactive System Monitoring

Premier Support uses state-of-the-art tools designed to give support representatives the right information at the right time to quickly resolve issues and ensure you are operating in real time. The heart of the system support is **Teradata Vital Infrastructure**. Our support representatives leverage its alerting, fault notification, and detailed configuration information to provide fast problem resolution to minimize downtime and get you back to real-time operations. Teradata's **Automatic Incident Creation** process, powered by **Teradata Vital Infrastructure**, automatically requests support when needed so problem resolution often begins and ends before system availability is even impacted. You can breathe easier knowing our Premier Support is available on-premises or in the cloud.

Expediting Problem Resolution

Premier Support is integrated hardware and software support, software-only support, and cloud support delivered by seasoned professionals who know Teradata environments and can resolve problems quickly and completely. If there ever is a failure, we immediately go to work to achieve rapid problem resolution. Teradata Customer Support and Services' global network of service representatives provide fast and comprehensive problem resolution—when it counts.

Depending on the problem, we offer electronic downloads of software patches or dispatch a representative to deliver on-site support. Each system, even within the same data center, may have different support requirements. That's why we offer options to meet all of your needs. With 24x7 Premier Support, Teradata

provides around-the-clock coverage for your critical service requests. Adding the Priority Service option gives you 24x7 coverage for your most critical issues and includes our fastest response times. Both service levels offer 24x7 incident creation via **Teradata Access**.

Easy Access—Expedited Resolutions

Premier Support provides unlimited use of our online support portal, **Teradata Access**, and a toll-free support number to contact a Teradata Service Center to help accelerate response times and get faster problem resolution. When you contact us, you choose the severity of the problem and direct support resources to those issues most critical to your operations. Our highly interactive and easy-to-use **Teradata Access** portal provides current software patch and maintenance releases, critical product information, notifications, and timely support articles.

Our Experience, Your Advantage

Teradata Customer Support and Services, backed by technical expertise, proven processes, and insights into

your environment, is the only partner you need to keep your system always on and always performing, whether on-premises or in the cloud. Teradata speeds time-to-value and ensures the analytic ecosystem is reliable, sustainable, and highly available so you can focus on your strategic business decisions knowing Teradata Premier Support is providing world-class maintenance and support for your analytic ecosystem.

To complement Premier Support, consider Teradata Success Tiers, which consist of three distinct, proactive, high-touch packaged offer solutions to meet your specific needs. Essential ensures your solution is fully enabled and ready to go. Performance provides day-to-day platform and database monitoring while Optimize engages the right people, processes, and tools to help you get the most from your investment. We drive efficiencies, offer simpler service solutions and allow you to focus on your core business. It's what we do best.

For more detailed information about Premier Support or any of the Teradata Success Tiers, please contact your Teradata representative or visit **Teradata.com**.

Service Feature	Premier Support				Priority Service Add-On			
24x7 Incident Creation	Teradata Access Online Portal Telephone (S1/2 only) Auto Incident Creation (AIC)*				Teradata Access Online Portal Telephone (S1/2 only) Auto Incident Creation (AIC)*			
Coverage Hours Hardware/Software Engineering Changes (FRO)	S1 24x7	S2 9x5	S3 9x5	S4 9x5	S1 24x7	S2 24x7	S3 9x5**	S4 9x5
		9x5				24x7		
Response Times	S1	S2	S3	S4	S1	S2	S3	S4
Remote	2hrs	2hrs	NBD	NBD	30m	30m	2hrs	NBD
On-site	4hrs	4hrs	NBD	NBD	2hrs	4hrs	4hrs	NBD
Parts Options								
On-site			●				●	
Software Entitlement			●				●	
Support Management								
Support Card			●				●	
Standard Service Reports			●				●	
System Monitoring			●				●	
Self-Paced Learning			●				●	

NBD = Next Business Day

NOTE: Teradata ServiceConnect™, a secure industry certified high speed remote connection, is required to enable Premier Support services.

*AIC is only available in the Public Cloud/Marketplace when Critical System Management or Teradata Success Tiers are purchased.

**S3 On-site HW is 24x7 with 30 minutes remote response.

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