

Teradata Essential

High-Touch, Platform Enablement and Monitoring Services

Teradata is focused on delivering high-impact business outcomes through proven intellectual property technologies, consulting methods, and proactive services that help our customers get the most from their data.

Teradata Essential builds upon our Teradata Premier Support offering, emphasizing proactively protecting platforms deployed in a hybrid cloud environment from reduced or degraded availability. Essential delivers optimal platform performance by focusing on proactive platform operations and problem prevention.

Service Management

We provide an experienced resource to help manage your platform and serve as your trusted Teradata advisor. Your service resource essentially becomes an extension of your team managing critical operational activities that drive higher availability and mitigate unplanned downtime risk. They have the skills to act as a contributing member to your IT organization, without having to add more IT staff, ensuring all appropriate planning, risk mitigation strategies, and proactive steps are taken to maximize your platform performance. As we like to say, “Your perspective, our experience.”

Platform Monitoring

Platform monitoring is integral for ensuring system availability and protecting against unplanned downtime. We proactively monitor and capture error log information to ensure you are always on the latest release.

In addition, Teradata experienced resources configure Performance Data Collection and Reporting (PDCR) database and tool for your environment so historic platform and query performance data can be captured and used to determine future workloads, platform management, and consumption decisions.

Software Implementation and Release Management

Essential leverages our extensive experience implementing software changes to proactively support your environment. Utilizing our proven installation steps and making sure test, acceptance, and contingency plans are in place to ensure a trouble-free upgrade experience. We identify upgrade issues before they can become problems.

Once software is installed, ongoing support and regular reviews of the platform configuration continues to reduce the risk of an unplanned outage. You can breathe easy knowing Teradata will manage the process by reviewing and recommending applicable releases and patches to avoid potentially severe problems.

State-of-Health Reporting and Real-Time Alerting

Nowhere is our focus on proactive service more evident than in our regular health checks and real-time alerting via Teradata Viewpoint. Every two weeks, our service experts perform specialized reviews and analysis to identify potential problems. Utilizing our comprehensive tools and experience managing Teradata solutions, we can help avoid impacts to availability.

Unmatched Customer Benefits

Personalized Availability Management

Your service resource will have a clear understanding of your Teradata ecosystem, business, and availability requirements to ensure quality system management execution tailored to your specific environment.

Reductions in Costly Downtime

Through the delivery of proactive, predictive, and preventive management, our expertise, tools, and processes help you manage availability risks.

More Time to Focus Resources on Your Business

By allowing Teradata to concentrate on the services needed to keep your analytic ecosystem reliable, sustainable, and highly available, you can focus your resources on business objectives, and market opportunities. Let us focus on what we do best so you can do what you do best—running your business.

Maximizing Your Investment with Teradata Success Tiers

Teradata Customer Support and Services offers three Teradata Success Tiers: Essential, Performance and Optimize. Essential is the first of the three tiers and ensures your solution is fully enabled and ready to go. Performance builds upon Essential and provides day-to-day platform and database monitoring. Teradata Optimize is the ultimate solution that builds on both tiers and engages the right expert resources, processes, and tools so you can 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.

Now is the time to take the step toward true, proactive system management deployed throughout a hybrid cloud environment. For more information about Teradata Essential, please contact your Teradata representative or visit [Teradata.com](https://www.teradata.com).

Teradata Success Tiers Components

Deliverables	Essential	Performance	Optimize
Service Management	●	●	●
Platform Health Checks	●	●	●
Software Release Management	●	●	●
Software Implementation*	●	●	●
Service Performance Reporting	●	●	●
System Availability Reporting**	●	●	●
Support Reviews	●	●	●
Customer Support Plan	●	●	●
Viewpoint Setup & Review	●	●	●
Performance Data Collection & Reporting (PDCR) Configuration	●	●	●
Operational and Executive Reviews	●	●	●
DBA Expert On-Demand (16 hours per quarter)***		●	●
Database Monitoring and Performance Reporting		●	●
Database Health Checks		●	●
Performance Recommendations		●	●
Self-Service Management: Users, Objects & Space		●	●
Database Operations and Administration			●
Database System Administration			●
Database Performance Tools Operations			●
Teradata Database Optimization			●
Backup & Restore (BAR) Operations & Administration			●
Customer Optimization Plan			●

* Public and private cloud software implementation includes installation of maintenance and patch releases only

** System availability reporting requires Teradata support for both hardware and software

*** Optimize – As part of standard DBA deliverables