

# Teradata Managed Services

**Mission-critical data warehousing applications are commonplace, which has created a need for continuously available, experienced data warehouse professionals to support ongoing business operations.**

The role of data warehousing technology within business processes continues to evolve as the number of daily decisions increases and becomes more complex. More and more data warehouses are now used globally by operational decision makers and customer-facing personnel. With this evolution, there comes the need for continuously available, experienced data warehouse professionals to support ongoing operations.

Teradata Corporation offers high-quality Managed Services for monitoring and maintaining key components of the Teradata solution environment and related applications.

## Support Global Warehouse Operations

In a global economy, where seamless operations are critical, having access to a deep pool of experienced Teradata consultants can simplify and supplement internal resource challenges. Our field-tested data warehousing management and maintenance processes allow your business to deliver value around the clock and around the world.

## Focus on Your Core Business

Teradata offers a comprehensive suite of Managed Service offers to support the entire lifecycle of your Teradata solution. You can choose any mix of services from using Teradata experts to train or mentor internal staff to transferring all operational responsibility to Teradata.

With Managed Services, Teradata experts support your business-critical Teradata environment allowing you to focus on your core business. In addition, Teradata Managed Services offer peace of mind. Your business will be protected from issues 24 hours per day, seven days per week.

## Leverage Advanced Skills

Managed Services are delivered by Teradata Professional Services consultants. These consultants combine industry-specific knowledge with deep technical expertise in data warehousing, business intelligence tools, applications, and data management technologies.

With more than 2,000 consultants worldwide, Teradata Professional Services offers a proven approach to data warehousing, allowing your company to be more responsive to customer needs.



## Specialized Tools for Data Warehouse Performance

Operating your Teradata system at peak efficiency is critical to extracting the maximum value from your data warehouse investment. Our consultants use specialized tools, techniques, and reporting features to gain a consistent and complete picture of data warehouse performance.

Teradata Managed Services can help manage and maintain your entire data warehouse environment:

- > **Teradata Infrastructure Services** – consist of database and system administration practices to help ensure the health of the Teradata environment. Services include database, system and security administration, workload monitoring, and performance and capacity monitoring.
- > **Data Integration Services** – provide active management and maintenance of data integration, summary table build, and warehouse extract processes.

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- > **Analytical Services** – enable management and maintenance of the business intelligence (BI) environment, Teradata applications, custom applications, and associated processes and structures.
- > **Service Management** – provides oversight and program management and coordinates the activities of on- and off-site resources.

## Flexible Continuum of Support

Teradata provides a broad portfolio of Managed Services and has the flexibility to meet your specific business requirements. For example, you can choose:

- > **Flexible delivery** – on-site or off-site Teradata resources
- > **Flexible coverage** – choose day shift, off hours, or 24 x 7 continuous coverage

- > **Flexible service offers** – choose any one service or a combination of offers
- > **Flexible task assignments** – rely on Teradata to perform all data warehouse operational tasks or share/split tasks

## Leverage the Teradata Difference

With Teradata Managed Services, you're getting more than just a database administrator. Trained, experienced Teradata employees are specifically assigned to your account and are familiar with your data warehouse processes. These expert resources also have knowledge and expertise with third-party data integration tools and BI applications, including Teradata analytical applications.

Teradata Managed Services teams also have access to internal resources, such as Teradata Research and Development, Teradata Engineering, special communities of practice, and the latest in continuing education. You can be sure you're getting the very best resources to optimize your data warehouse and deliver business results.

## For More Information

To learn more about how Teradata Managed Services allow you to focus your resources on high-visibility, value-creating projects and enable you to get the most from your Teradata environment, contact your Teradata representative or visit [Teradata.com/managedservices](http://Teradata.com/managedservices).

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