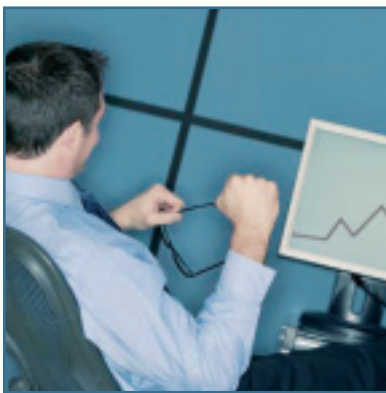


Teradata Operational Support Services

Operational Support is the Key to ROI

The Teradata system is a powerful solution for driving your business success. The benefit derived depends on getting the right information to the right decision-maker at the right time, whether regularly scheduled reports for strategic analysis or



real-time tactical queries triggered by individual transactions. That's why availability, system performance, data protection, and proper user access are crucial to maximizing the return on your IT investment. Operational Support is the set of services that optimize the efficiency of your Teradata environment at both the system and user levels. These services are logically grouped into two categories:

System Reporting encompasses the system-level activities that optimize performance through analysis of system components, workload profiles, and capacity usage. As part of our best-in-class

service, Teradata also coordinates on system issues with your maintenance and production support providers, and delivers insightful reports with actionable recommendations.

System Management includes the day-to-day administrative functions that ensure proper user access; protect data with regular back-up, archive, and restore (BAR) administration; and minimize both planned and unplanned downtime with proactive service management.

Teradata Expertise to Fit Any Need

Whether you want to out-source all of your Operational Support or plan to leverage your internal staff, whether you are installing your first Teradata system or have been a long-time customer, and whether you want ongoing access to our expertise or an occasional system check-up, Teradata Corporation has a service to meet your needs. And, no matter which Teradata® Operational Support service you select, you are assured a customized, cost-effective means of attaining optimized performance and capacity utilization, improved availability, and faster problem resolution.

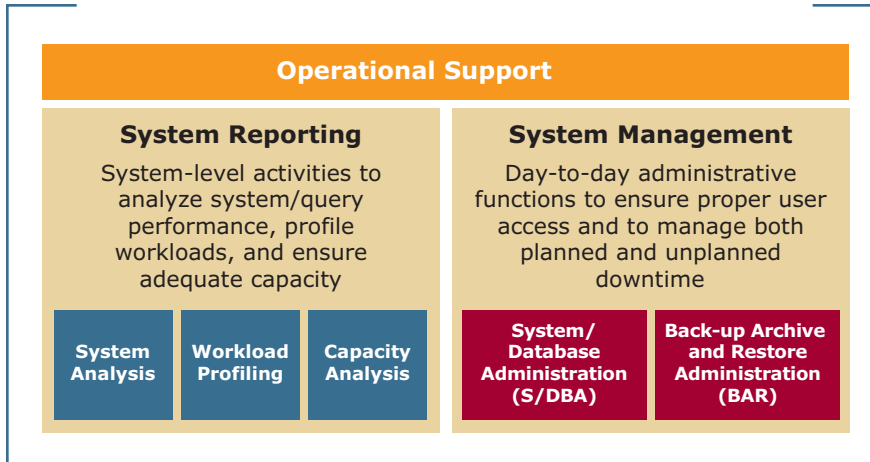
Operational Support Options

Teradata Operational Support provides out-sourcing that enables you to focus your internal resources on application

- > **Improved availability and faster problem resolution**
- > **Optimized performance and capacity utilization**
- > **Flexible, cost-effective service delivery**

development and strategic projects, while benefiting from superior system performance delivered by Teradata certified professionals. With on-site and remote system/database administration (S/DBA) available, this option is suitable for any service level or budgetary requirement, including 7 x 24 support. Teradata can also supplement your internal Operational Support with after-hour and multi-language coverage. You benefit from improved administrative control provided by Teradata's informative reporting and clearly defined accountability. Our single price and service scalability present you with greater cost control when compared to the costs of in-sourcing, such as, wages, benefits, training, staff turnover, management oversight, system growth, and losses possible with longer downtime and degraded performance.

Teradata Operational Support Services



Operational Quick Start is the best option if you intend to utilize in-house Operational Support and want to start enjoying the full benefits of your new Teradata system as soon as possible. Teradata's expertise in both Operational Support and customer education accelerates the productivity of your S/DBA. Our suite of instructor-led and web-based courses, hands-on mentoring, and access to additional training via Teradata Professional Network Plus, compresses months' worth of practical experience into days. There is also an option for Teradata to provide Transition Operational Support during the training period to enable immediate, full productivity of your system.

Performance Analysis is highly recommended if you want to evaluate and improve your existing system's performance and capacity, but don't have the time, tools, or skill set required for continuous monitoring and regular reporting. This service is also valuable as a short-term engagement, such as preparing for significant system-level changes (upgrades, moves, application installations, or large increases in the user base). Before you decide to add more nodes to address processing speed degradation or capacity limitations, let Teradata's expert performance analysts determine if you are getting the most out of your current system.

Teradata Performance Analysis provides a consolidated report card with recommendations for system optimization and proactive issue avoidance.

Getting Started

A free, two to three-day Operational Support Survey can be arranged to benchmark your existing service and to determine if there are areas for improvement. Teradata follows the IT Infrastructure Library (ITIL) framework, which is the world's most widely accepted approach to IT service management. Following these guidelines ensures that Teradata applies the best practices and proactive approach needed to deliver high-quality, cost-effective System Reporting and System Management. The survey is an informative capability gap assessment for you to discuss with Teradata to determine how we can best partner given your strategic goals, Teradata environment, and internal service resources.

For more information about what Teradata Operational Support can do for you, or to arrange for an Operational Support Survey, contact your Teradata representative or visit Teradata.com.

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