TERADATA MANAGED SERVICES

ABOUT TERADATA

XTIVIA Teradata Managed Services offering combines our unmatched Teradata solutions and administration expertise, with over 15 years of database managed services experience, to give you operational advantage and cost effectiveness in your Teradata environment.

Our team members recognize and understand the benefits Teradata can bring to your organization. We incorporate an optimized model for administration and management, utilizing repeatable processes, best-in-class tools, rapid response call protocol and deep industry expertise.

WHAT WE OFFER

WHAT WE DO

XTIVIA Teradata Managed Services is a cost-effective solution for organizations seeking to optimize the availability and performance of their Teradata environment. We accomplish this through our defined service types, hours of coverage and SLAs.

We provide support from the most basic Teradata operations to the most advanced including:

KEY CONCEPTS

- Performance & Capacity Management

- Application Maintenance & Support

- Event Alerts & Notifications

- Reporting & Communication

- Data Warehouse Operations

- Security Administration

- Change Management

- Backup & Recovery

- Documentation

ADVANCED TERADATA DATA WAREHOUSE OPERATIONS FOR EVERY SCALE DATABASE

Growth analysis, Capacity forecasting and Multi-Value Compression, Commissioning and decommissioning of Teradata utilities, Scheduling of jobs/scripts, etc. Use Teradata tools such as TMSM, ViewPoint, TASM to manage workloads, monitor operations of all Teradata infrastructure from a single view. Partner with client to establish SOPs and processes related to Incident Management, Change Management. Closely monitor the SLAs and work with application teams in managing them. Collaborate with Application Teams, Database Administrators, Operating System Administrators and Teradata Support in software patching and upgrading.

COMPLETE SECURITY ADMINISTRATION ON THE TERADATA DATABASE

Security administration aligned with the policies directed by the client's security team, to manage access to Teradata Database and applications. Optionally use LDAP for authorization. Maintain access logs and conduct audits. Provide standards and best practices to application teams in providing role-based access, data masking, encryption, etc.

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PERFORMANCE AND CAPACITY MANAGEMENT

Leverage Teradata's performance features and use physical implementation best practices in database design and assist in performance optimization at the system level and application. These include, but not limited to, SQL Tuning, Space Management, Statistics Management, Columnar, Multi Value Compression, various Indexes, Locking Logger, DBQL, ResUsage, PDCR, DBS Control, etc. Capacity Management includes partnering with application teams and other infrastructure teams in proactively analyzing the system usage, data growth, usage growth, new applications, DBQL, ResUsage and other Teradata tools in planning the upgrades.

EVENTS/ALERTS AND NOTIFICATIONS

Use ViewPoint alerts facility to notify the operations and application teams on SLAs, performance issues such as CPU Skew, I/O Skew, Spool Errors and failed application processes.

CHANGE MANAGEMENT

Our Managed Services team acts as gatekeeper and as controller on managing any change related to Teradata infrastructure and applications, as needed. Collaborate with client teams in establishing a change control process and ensure all the changes (Application, Teradata Patches, and Teradata Upgrades) follow the process. Our team keeps application teams apprised of any outages, work with them to regression test the changes.

SERVICE REPORTING RELATED COMMUNICATION

We understand, communication is key in all successful delivery of any service. Our team proactively communicates with the different IT and business groups of the customer needing Teradata support. Examples include outages related to Teradata upgrades, disaster recovery, application changes, impacting a larger group of stakeholders, etc. Reporting includes daily, weekly and monthly reports related to system usage, health check reports, and production incident summary and other detailed reports.

BACKUP AND RECOVERY

Use Teradata Arcmain, BAR and/or Unity to back up the required database objects or duplicate the entire database onto multiple systems to set-up disaster recovery. Restore database in the event of data loss or database crash.

DOCUMENTATION OF BEST PRACTICES, SUPPORT TASK AND BUSINESS OPERATIONS

A continuing exercise for the review and update of all documentation collateral with the learnings from different engagements.

APPLICATION MAINTENANCE AND SUPPORT

Our portfolio of Teradata Managed Services also includes Development and Maintenance of Teradata Applications including Application Architecture, Data Architecture, Physical Database Design, ETL, ELT, BI Reporting and Analytics. We use industry best practices and we leverage Teradata's performance features in building end-to-end Data Management solutions on the Teradata platform. We build, test and deploy the code in production and provide ongoing support.

ABOUT XTIVIA

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients' specific requirements, regardless of the complexity of the projects. XTIVIA's success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. XTIVIA has offices in Colorado, New York, New Jersey, Missouri and Texas.

DATABASE OVERVIEW

XTIVIA is at the forefront of a new generation of information technology services companies focused on value, speed of delivery and high-performance technology solutions. We combine people, business process and advanced technology in a comprehensive set of IT services.

Our database management team is comprised of seasoned professionals who possess the business background, project management experience and technology expertise to deliver business-critical technology solutions. These solutions include a variety of platforms, devices and networks, including integration with legacy systems, development of business applications and web-based functionality.

XTIVIA's database services can be customized to meet the unique needs of your business. Our knowledgeable staff of database experts is available for long-term or short-term assignments to meet your database needs.