



A TERADATA COMPANY

# MANAGED SERVICES

Our 24/7 Services Allow Organizations to Focus on Delivering Business Value

**DESIGNED TO** - Enable your team to focus on the delivery of complex projects while we manage your big data platforms.

While many organizations have managed to implement Hadoop and other big data solutions successfully, data management, performance and security paradigms remain. Getting business value from Hadoop and maintaining the service levels isn't automatic. Coupled with the ever evolving broader Hadoop ecosystem, it's becoming increasingly difficult for organizations to keep their big data consultants' skills updated. Furthermore, with the escalating shortage of big data experts, Hadoop talent for application development, project management and administration is hard to find.

With these challenges in mind, Think Big, the first pure-play big data services provider, has developed a battle-tested **Managed Services** solution to deliver business value via Hadoop. Having worked on hundreds of successful big data projects, we use defined processes, robust tools and proven expertise to effectively scope your requirements collaboratively followed by the management, monitoring and maintenance of your Hadoop platforms. The benefits of our flexible, customer specific 24/7 **Managed Services** offerings include:

- + **24/7 Expert Coverage** - Our 24/7 support frees your teams to deliver value from complex projects.
- + **Maximizing Efficiency** - Our reliable Hadoop platform management tailored to your needs drives results on budget and on time.
- + **De-Risked Delivery** - Timely problem solving through technical improvements and release management support, as and when required.
- + **Experts at Your Fingertips** - Our seasoned data engineers and data scientists available whenever and wherever you need them.
- + **Reducing Costs** - Our tailored approach aligned with your program and budget delivering successful outcomes at the lowest possible cost.

## Benefits and Outcomes

### Platform Support

- + **Hadoop Platform** - A comprehensive administration and configuration service complementing your team as and when needed.
- + **Best Practices** - Capacity/performance monitoring and regular reporting.

### Application Support

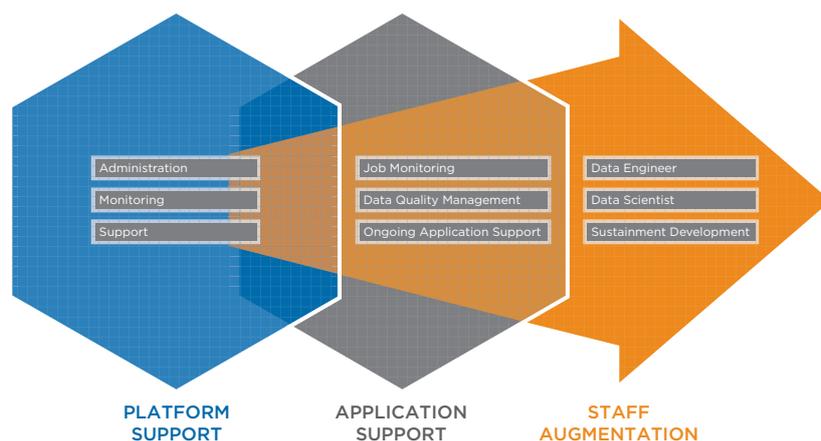
- + **SLAs** - Ongoing data pipeline, application monitoring and problem remediation tailored to meet your needs and requirements.
- + **System Improvements** - Engineering enhancements and release management support.

### Staff Augmentation

- + **Business Alignment** - Data engineering skills to match your business needs.
- + **Analytics Expertise** - Machine learning, search and analytics skills at your fingertips when your business requires them.

## Ingredients for Success

Whether you need help in Operations, Security, Workload or Application management, our **Managed Service** offerings provide a full portfolio of options to choose from. We initiate each engagement with a tested transition management process to seamlessly integrate our experts with your support, development and sustainment teams. Using our holistic approach and unparalleled experience in building complex infrastructures, we manage top performance Hadoop environments securely. Below are our 3 offerings to choose from:



## Turning Challenges into Solutions and Returns

Despite the inevitable opportunities big data and analytics present, many companies choose solutions that are not optimized to work today as well as in the future. Our three streams of **Managed Services** help organizations to realize business faster than ever before, with quick validation to accelerate time to value.

### Before

- + **Resource Constraints** - Lack of 24/7 shift coverage and skills stretches your resource and hinders ROI delivery.
- + **Costly Workforce** - High priced consultants with limited shifts have no adherence to SLAs.
- + **Lack of Reporting** - No historical reporting on capacity and resource utilization for planning.
- + **System Disruption** - Inadequate process management, causing instability.
- + **Disjointed Approach** - Disconnect between engineering, network and operations teams.

### After

- + **Driving Outcomes** - Our 24/7 support free your teams to deliver value from complex projects.
- + **Outcome-Based Approach** - A focus on delivering results at optimum cost.
- + **Planning on Budget** - Reliable platform management aligned with our KPIs.
- + **Technology Expertise** - Our experts ensure delivery consistency and give you a peace of mind.
- + **Collaboration** - We work collaboratively with your business and IT teams to ensure program success.

## Building Future and Growth with Full Lifecycle Velocity™ Services

Working in tandem with our Velocity™ Services, and using the **Managed Services** as an ongoing process within your program, we will reduce overall risk and provide a secure and consistent approach, enabling your teams to focus on delivering ROI. Along with Managed Services, our full lifecycle Velocity™ approach takes your company through the process of creating a big data strategy to achieve your technical and enterprise goals.

Regardless of what stage your company is at on its big data journey, our **Managed Services** and Velocity™ portfolio will enable you to accelerate speed to market and enhance efficiency while generating tangible returns. Our set of battle-tested Velocity™ Services enable your organization to extract business value in the following ways:

- + **Strategy & Architecture** - Prioritized implementation plan to maximize short and long-term returns.
- + **Data Lake Solutions** - Best practices and pre-built components to accelerate time to value.
- + **Analytic Solutions** - Building scalable big data infrastructures to meet your future needs.
- + **Data Science** - Boosting growth through innovation and modern analytics approaches.
- + **Managed Services** - 24/7 expert support empowering continuous improvement.
- + **Training** - A comprehensive selection of topical courses delivered by our certified experts.



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Teradata Velocity™ Services approach combines speed with the experience to proceed in the right direction. These services include: Strategy & Architecture, Data Lake, Analytic Solutions, Data Science, Managed Services, and Training to accelerate time to value and increase investment returns. Teradata has also developed innovative technology frameworks through our production work with enterprise customers to speed deployment of big data solutions. With Teradata Velocity™, we deliver proven business outcomes in an expedient manner with minimal risk and maximum flexibility to support your ongoing business strategy.

