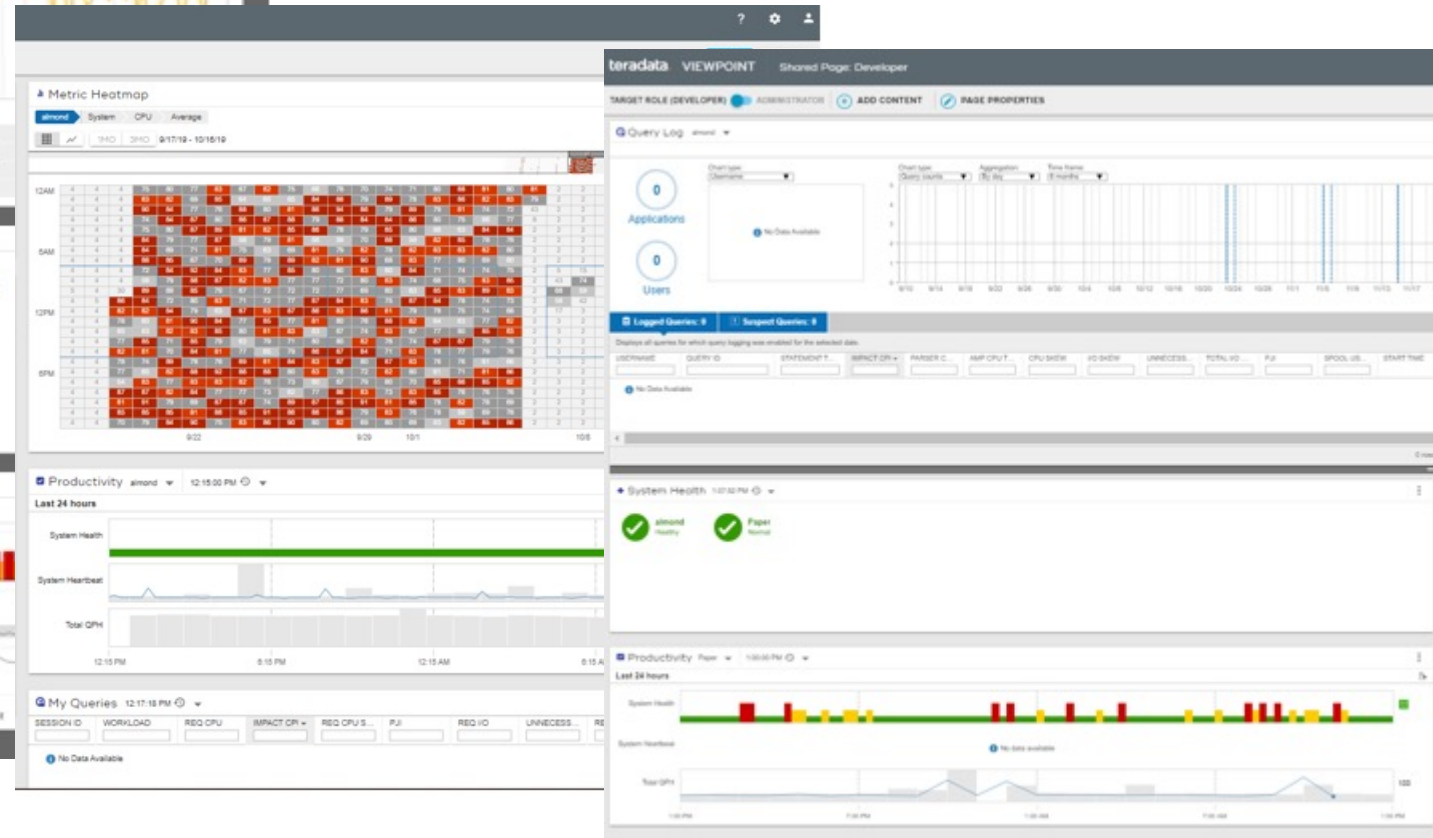
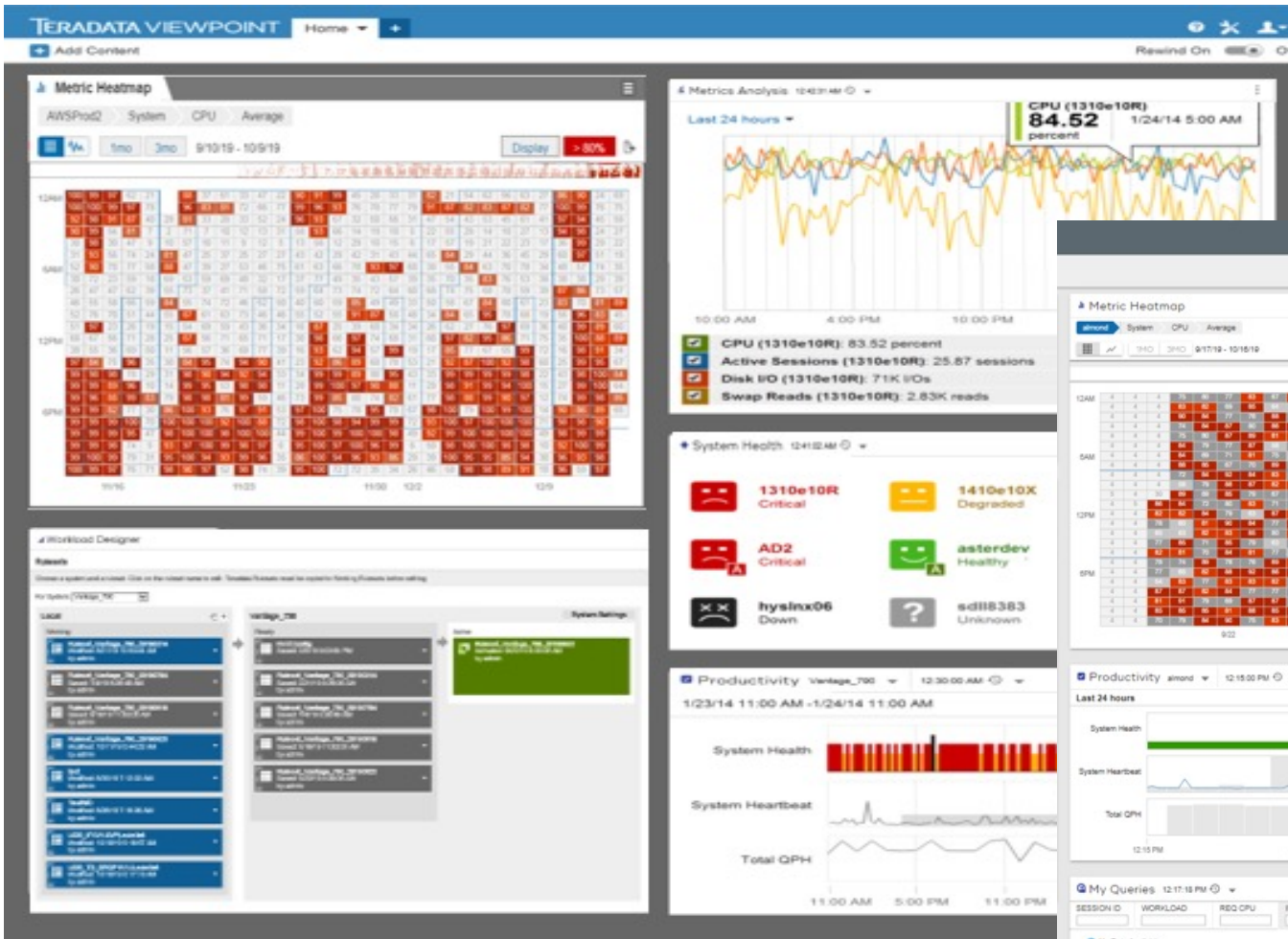


Teradata Viewpoint

Focused Insights to Empower Business Users, Developers and DBAs

A near-real time tool with focused monitoring (proactive) and alerting (rapid reactive)

Customized user-based portlets and user training vastly increases business productivity



What is the Viewpoint Setup & Review Service?

Goes beyond the initial Viewpoint Setup services to enable Teradata users by simplifying the configuration of the tool to focus metric analysis to promote optimized platform usage.



Customers have shared challenges with effectively using Viewpoint:

- Business Users and Developers aren't aware of the Viewpoint Portlets that can help
- Users not leveraging the tool to monitor their workload health
- Users configuring portlets with inconsistent metrics, thresholds and views
- Users submitting incidents based on information seen in Viewpoint due to lack of understanding



The service publishes standard Viewpoint Portlets to each role and enables recommended alerts:

- Publish Viewpoint Portlets within shared pages by role (DBA, Business User and Developer)
- Enable the collection of recommended alerts with standard thresholds
- Train Teradata users to effectively use Viewpoint to understand and improve their system usage



Results of standardizing the use of Viewpoint have shown improvements in Efficiency and Stability for the Teradata Platform:

Reduced Incident counts

Increased Query and Report counts with **decreased** system resource utilization

Availability and clarity of data **improves** time to **resolution**

Users sharing a feeling of being **empowered** and **informed**