



# CUSTOMER SUPPORT

## Netezza Customer Support: Direct, Simple, Efficient, Reliable, Resourceful

With our Full Lifecycle Approach<sup>SM</sup>, Netezza support begins even before you receive your first Netezza data appliance.

Total quality is our priority at Netezza. We are committed to exceeding our customers' expectations in every way, from incorporating the highest quality components into each Netezza appliance to providing an exemplary customer experience throughout the system installation, deployment and ongoing support processes. Before your system is even operational, Netezza support is aware of your system's configuration, and this proactive approach continues throughout the life of your product. We seize every opportunity to take care of our customers through our Full Lifecycle Approach, which is designed to ensure customer satisfaction from the pre-sales stages throughout the Netezza appliance deployment.

Netezza's "easy to do business with" philosophy has yielded a very active and engaged community of customers, partners, prospective customers and employees who freely collaborate to maximize the quality of their Netezza experiences. Our NZLaunch<sup>SM</sup> service provides support through your first Netezza application deployment, and our community programs help you get the most value from your Netezza appliance on an ongoing basis.

### Full Lifecycle Approach

Customer Lifecycle Stage	Netezza Support System
Pre-Sales Discovery	Systems Engineer, Partner
Manufacturing	Manufacturing Team
Installation	Installation Team
Application Development	Technical Account Manager
Operational Deployment	Technical Support Team

### KEY BENEFITS OF NETEZZA SUPPORT

- **CONTEXT:** Our Full Lifecycle Approach means we understand your environment before you call, leading to faster issue resolution.
- **PERFORMANCE:** Our experienced customer support representatives help resolve issues quickly and effectively.
- **QUALITY:** We are dedicated to resolving your challenges correctly, the first time.
- **CONTROL:** Our customers set the priority and escalation of their support tickets.

### KEY FEATURES

- Appliance product with built-in supportability
- 24x7 direct engineer support
- Comprehensive Knowledge Base, FAQ and Best Practice Forums
- Extensive experience deploying Netezza with industry-leading BI, ETL, BAR and reporting products
- Hardware replacement parts included in maintenance package
- VPN or other direct connection to Netezza appliance
- Integrated monitoring for rapid issue resolution
- Comprehensive NZLaunch program to guide initial deployment
- Systems Engineers and Partners understand previous environment and manage seamless transition to Customer Support
- Manufacturing Team builds Netezza appliance based on customer requirements
- Installation Team coordinates with customer to complete seamless delivery and two-day turnkey installation
- Technical Account Manager provides consistent, personal support throughout development and initial deployment
- Technical Support Team takes ownership of resolving customer challenges once deployed

“Netezza... is an ‘easy to do business with’ company that is willing to invest time in its customers to understand their needs and work with them to deliver real business value.”

Information Management Manager,  
Virgin Media

## NETEZZA'S RECENT ACHIEVEMENTS



Spring 2009 SSPA STAR Award Best Practices: Best Use of Metrics & Business Intelligence



7th Annual American Business Awards<sup>SM</sup> (The Stevies) Support Team of the Year



2009 International Business Awards<sup>SM</sup> (The Stevies) Support Department of the Year



SCORE 2008 NorthFace ScoreBoard Awards<sup>SM</sup> Voted by Customers, Voted Second Year in a Row

Netezza continuously identifies and implements new ways to improve customer support offerings based on the feedback we receive from community members via day-to-day interactions, the online community forum ([www.enzeecomunity.com](http://www.enzeecomunity.com)), regional and local gatherings, and NZCare<sup>SM</sup> customer satisfaction surveys conducted and audited by Omega Management Group.

We presently offer two support program packages to customers, providing an assortment of resources to ensure that any challenge can be resolved quickly and effectively, at any time of day. **(N)**

Contract Features	Business Critical	Standard
Remote Connectivity via VPN and/or Private Line	✓	✓
FAQ	✓	✓
Software Updates	✓	✓
Patch Downloads	✓	✓
Access to Technical Support Website	✓	✓
Access to Online Knowledge Base	✓	✓
Access to Best Practice Forums	✓	✓
Maintenance Training	1 Day	1 Day
On-site Spares	Yes	Yes
On-site Hardware Support	24x7, 4-Hr. Response	Next Business Day
Technical Support	24x7 Critical Support	9AM-5PM EST, Mon-Fri
Emergency Parts Shipping	Advance Exchange Overnight	Advance Exchange Next Business Day

**For Customer Support Call: +1 877 NETEZZA (+1 877 638 3992)**  
**UK Customer Support: +0 800 032 8382**



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### About Netezza

Netezza (NYSE: NZ) is the global leader in data warehouse and analytic appliances that dramatically simplify high-performance analytics across an extended enterprise. Netezza's technology enables organizations to process enormous amounts of captured data at exceptional speed, providing a significant competitive and operational advantage in today's data-intensive industries including digital media, energy, financial services, government, health and life sciences, retail and telecommunications. Netezza is headquartered in Marlborough, Massachusetts and has offices in Northern Virginia, Canada, the United Kingdom, Germany, France, Japan, Korea, Australia and Singapore.

For more information about Netezza, please visit [www.netezza.com](http://www.netezza.com).