

# Oracle & Teradata Development Relationship

## Frequently Asked Questions

### Introduction

Oracle and Teradata have an on-going development and resell partnership that involves the testing of Oracle's Business Intelligence, Data Integration, and Enterprise Performance Management Products with Teradata and the resale of these products by Teradata to its customers. This development and reseller partnership is meant to provide joint customers of Oracle's Business Intelligence, Data Integration, and Enterprise Performance Management products combined with Teradata Data Warehouses, improved product integration and more streamlined customer sales and service.

This document attempts to clarify a number of specific questions regarding the relationship.

### Frequently Asked Questions

#### **What is the nature of Oracle's development relationship with Teradata?**

In accordance with Oracle's strategy to have a Business Intelligence Platform, Business Intelligence Applications, Data Integration, and Enterprise Performance Management system that is open to Database Software and Enterprise Applications Software from multiple vendors, Oracle is committing to test and optimize these products with Teradata Data Warehouses. The specific products that Oracle is testing are:

- Oracle Data Integrator
- Oracle GoldenGate
- Oracle Business Intelligence Enterprise Edition
- Oracle Business Intelligence Applications
- Oracle Essbase

#### **Where do I find information on which specific versions of Oracle products are tested with which versions of Teradata?**

The specific versions of each of these Oracle products and the specific versions of the Teradata Data Warehouse that is tested with these products can be obtained from:

[Oracle certification on My Oracle Support](#)

More details with regard to the matrix for each of these products can also be found in their associated product documentation.

#### **What is the true nature of Teradata's sales relationship with Oracle?**

In accordance with reseller partnership between Teradata and Oracle, Teradata will resell the tested versions of the following products to its customers:

- Oracle Data Integrator
- Oracle GoldenGate
- Oracle Business Intelligence Enterprise Edition
- Oracle Business Intelligence Applications
- Oracle Essbase

These products can also be purchased from Oracle's worldwide sales organization.

#### **As a customer do I have to pay additional cost to buy specific versions of these products in order to use them with Teradata?**

In accordance with Oracle's strategy to have a Business Intelligence Platform, Business Intelligence Applications, Data Integration, and Enterprise Performance Management system that is open to Database Software and Enterprise Applications Software from multiple vendors, the technology required to access the Teradata Data Warehouse from these products is included in the license price of these products. No additional component or SKUs need to be licensed in order to use these products with Teradata.

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### What are the specific customer support arrangements for a customer who purchases a license for these Oracle products through Teradata?

A customer who purchases these products from Teradata must also purchase a support contract for these products. The support contract can be purchased either from Teradata or directly from Oracle. There are two aspects to the support arrangements:

- First, Teradata will not provide Tier 1, 2, or 3 support for these Oracle products. Tier 1, 2, and 3 support for these Oracle products will be provided by Oracle's Worldwide Support organization. In order for a customer to be able to access Oracle's support for problem resolution, the customer will need to have a valid Oracle CSI number.
- Second, all bug-fixes and patch sets (fix packs) associated with these products will be available via My Oracle Support, and will not be distributed via Teradata



