Helping to Power Teradata Customers and Their Decisions

Teradata turned to SUSE for a bullet-proof, enterprise-quality operating system. Today, because of our partnership in customizing and optimizing SUSE® Linux Enterprise Server performance, SUSE is the exclusive operating system offered in Teradata products—and used internally.

Overview
Teradata Corporation is the world’s leading analytic data solutions company, focused on integrated data warehousing, big data analytics, and business applications. Teradata’s innovative products and services deliver data integration and business insight to empower organizations to make the best decisions possible for competitive advantage. Its assets include a strong diversified client base of more than 1,450 customers worldwide.

Challenge
A top-ten software company with more than US$10 billion in market cap and a leader in data warehousing and integrated marketing management, Teradata consistently drives innovation and customer satisfaction. This requires the ability to run the business of thousands of Teradata customers and meet the mission-critical demands that result, including handling big data securely, reliably—and fast.

Consequently, the company developed and supported its own version of UNIX, called “MP-RAS.” According Chris Twogood, vice president of Product and Services Marketing at Teradata, “We needed the scalability, security, really the maturity and flexibility, of a really strong operating system—to meet the scale our customers required from us.”

Although MP-RAS was reliable, maintaining security and function updates was becoming a problem. More important, customers were concerned about speed and staying up-to-date, so Teradata was constantly trying to push performance. “It became very complex for Teradata to manage, support and drive MP-RAS,” says Twogood.

Solution
It was time to replace MP-RAS and, as it turned out, support just a single operating system. Teradata was attracted to Linux. The open source operating system offered the right technical functionality and an open community for maintenance and updates.

“SUSE Linux Enterprise delivered the maturity, scalability, security, and flexibility that we needed.”

CHRIS TWOGOOD
Vice President, Product and Services Marketing
Teradata
In 2007, Teradata looked at SUSE Linux Enterprise Server as well as other distributions. SUSE Linux Enterprise delivered the maturity, scalability, security, and flexibility that we needed,” says Twogood. Teradata chose SUSE as the foundation of its integrated systems (see https://www.suse.com/partners/integrated-systems/) because of its bullet-proof, enterprise quality operating system and its willingness to engage in partnership.

The two companies then worked together to optimize SUSE Linux Enterprise Server to drive the performance Teradata and its customers required. In collaboration with the SUSE team, Teradata was able to understand what components of SUSE Linux Enterprise Server needed to be optimized, and the partnership was born.

According to Scott Gnau, president of Teradata Labs, “Our tight relationship with SUSE enables us to develop unique extensions or make modifications that drive performance and deliver value to our customers.”

Thanks to this strong partnership, Teradata was able to replace MP-RAS—and Windows as well. With SUSE Linux Enterprise Server, the company was able to reduce costs and support only one code stream. Today, it continues to provide the benefit of open source technology, best-in-class support and innovations to meet demanding Teradata standards and customers.

Equally, SUSE Linux Enterprise Server is crucial to those products that enable Teradata customers to make the best decisions possible. Teradata’s internal corporate IT infrastructure uses standard SUSE Linux Enterprise Server, and the entire platform family of Teradata products is based on the optimized version of SUSE Linux Enterprise Server. The tight engineering relationship with SUSE continues, involving monthly calls, quarterly updates, and annual business reviews.

**Results**

Because of its technology and partnership, SUSE is helping Teradata to:

- **Process big data without any issues—securely, reliably, and fast.**
  
  Teradata has more customers with a petabyte of storage—25—than any other vendor in the marketplace. Twogood reports, “Our largest single implementation has over 40PB of spinning data space, using SUSE Linux Enterprise Server.”

- **Provide faster, better service.**
  
  Teradata and SUSE work to expedite issue resolution for Teradata customers.

- **Lower costs.** With one code stream and partnership with SUSE, Teradata can produce best-in-class products in less time with SUSE’s easy customization and expert help.

Chris Twogood sums up these results: “Our relationship with SUSE has enabled us to be successful with our customers.”