

Performance Tuning Consulting Service

The Performance Tuning Consulting Service provides you with an Enterprise Edition subject matter expert for a period of five days.

Overview

An OpenText™ Professional Services specialist will review the OpenText™ Vertica™ cluster configuration and design, and will make suggestions for improving data load and/or query durations. The OpenText™ consultant will work with you to detect and optimize performance bottlenecks.

Service Implementation

The OpenText™ Performance Tuning Consulting Service (the "Service") provides you with on-site technical assistance for your instance of OpenText™ Vertica Enterprise Edition in a supportable configuration. The Service may be used toward system analysis, and mentoring discussions with your employees about best practices can be applied to customer use cases.

Service Planning and Deployment

A Professional Services specialist (the "Specialist") will schedule the delivery of the Service at a time mutually agreed upon between OpenText and you, which shall be during local OpenText standard business hours, excluding OpenText holidays, unless otherwise agreed by OpenText. Any services provided outside of OpenText standard business hours will be subject to additional charges.

The Specialist will perform the following activities:

■ Kickoff phone call:

- Verify that system environment prerequisites have been met
- Establish the high-level activities and agenda desired by you for the onsite visit

■ **Onsite visit:** On-site visit commences with half-day overview session to discuss your system architecture, key use cases, and challenges. The purpose of the session is to familiarize the Specialist with your environment, expectations and issues that need to be addressed. After the session, the OpenText specialist and the customer will confirm the agenda for the remainder of the onsite visit. Activities may include the following:

- Enable execution engine profiling
- Run identified queries while obtaining baseline durations
- Analyze query profiles to identify the performance bottleneck
- Implement change(s) to resolve the bottlenecks/issues
- Run the queries to determine new durations
- Iterate through the process to further increase performance
- Mentoring the customer about the process and reasoning behind the analysis

OpenText Services at a Glance:

Your success is important to us. Our team works work side-by-side with you in design, development, and implementation—enabling your team to directly participate in creating the solution and achieving the vision for your analytics initiative. We have one objective that drives everything we do: to help you achieve your goals. Our service packages span the lifecycle of your project—so no matter where you are, we have you covered.

- **Offsite/Remote consulting:** Off-site or remote consulting can be delivered as a continuation of on-site engagement under these conditions:
 - Remotely if the customer provides access to the network so that the Specialist can review their OpenText and work directly on system
 - Or by OpenText Virtual Room, where the customer and the consultant interact during this analysis process
 - Or offline, whereby the customer submits system design, performance issues, scrutinize, or diagnostics logs so that the Specialist can review the configuration and search for issues. (Note that in this option, logs may not contain all information necessary to do an evaluation and can be an interactive process.)
- **Documentation:** OpenText will return your database in a state which runs the provided queries as fast as possible given resource constraints. Additionally, OpenText will deliver a document detailing baseline & optimized durations and the high level changes which improved performance.

Service Eligibility

You must provide the following for delivery of the Service:

- For any onsite delivery, all requisite logistical accommodations to the Specialist including but not limited to adequate physical work location, access to your network, internet access, telephone access, and access to your offices where work will be performed
- For any onsite or remote delivery, any requisite access to your network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords

Service Limitations

The Service is delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Live instructor-led classroom training
- Installation of larger OpenText™ Vertica Enterprise Edition environments (e.g., clusters with more than five (5) OpenText™ Vertica Enterprise Edition nodes)
- ETL/BI tool development or implementation
- Complex data schema translation and development from a source database into the Vertica Enterprise Edition database
- Hardware maintenance and repair
- Software maintenance
- Other standard support services provided by OpenText

Customer Responsibility

- Contact a Specialist within ninety (90) days of the date of purchase to schedule the delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with OpenText
- Assign a designated person from your staff who, on your behalf, will grant all approvals, provide information, attend meetings, and otherwise be available to assist OpenText in facilitating the delivery of the Service
- Ensure that all Service prerequisites as identified in the Service eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the Specialist to deliver the Service

- Retain and provide to OpenText, upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for the Service
- You shall provide reasonable access and working space at the site as OpenText may reasonably request. You will provide OpenText and OpenText subcontractor staff standard telephone and dial-up or comparable data access to OpenText's network at industry-standard speeds. OpenText shall observe your work rules and security and safety policies while delivering the Service at the site of which OpenText is informed of in writing in advance and that are not inconsistent with OpenText's own business practices.
- You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any OpenText employee involved, directly or indirectly, in the performance of Services hereunder for one (1) year after the date such employee ceases to perform Services under this data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such OpenText employees.
- During the provision of the Services, OpenText may be required to install copies of third-party or OpenText-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorize OpenText to accept all Shrink-Wrap Terms on its behalf.

- You acknowledge that OpenText's ability to deliver the Services is dependent upon your full and timely cooperation with OpenText, as well as the accuracy and completeness of any information and data that you provide to OpenTexts.

Duration

Delivery of the Service will not exceed a total of five (5) days in duration of consecutive delivery.

These days will be delivered as follows:

- Up to five (5) consecutive days of onsite consulting and, if agreed upon, up to two (2) days of the 5- (five-) day engagement may be delivered via offsite/remote consulting

Travel expenses are not included in the cost of the Service and must be added.

Terms

OpenText Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *OpenText Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenTexts to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair,

software maintenance, or other standard support services provided by OpenText; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer's behalf.

Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

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Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify OpenText in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Learn more at

www.microfocus.com/opentext

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