

EXASOL Services Tailor-made solutions

Rely on our “Made in Germany” services.

Services at a glance:

- Installation
- System administration
- Database administration
- Incident management
- Monitoring
- Consulting
- Training Courses

SERVICES

Our service experts will help you get the maximum usage out of your EXASolutions. We are dedicated to developing, implementing and refining processes to create the most modern technical solutions. Our team possesses the most comprehensive expertise with regard to the EXASolution platform and we are bound to the success of your EXASolution implementation.

You can take advantage of our services in various project phases precisely when you need our help.

Installation

We will be pleased to install your EXASolution and will also construct and commission the hardware for you too if required.

This includes:

- Installing the licence server
- Configuring and installing the cluster nodes
- Integrating the cluster into the existing IT infrastructure
- Setting up the licence and configuring the database
- Configuring the backup function
- Constructing the hardware (optional)
- Configuring the hardware and the network (optional)

System administration (Change Requests)

This package includes:

- Setup of nodes and databases
- Integration of new or repaired servers into the cluster (including cluster enlargements)
- Cluster internal backup and restore, support in setting up external backup if required
- Troubleshooting and software updates
- Monthly load reports

Database administration

This service encompasses database administration carried out by EXASOL. User and role profiles are set up and configured within the database. Administration can also be carried out via remote access.

Incident management

Occurrences that are not part of the standard EXASolution database operation such as

- Failed backups
- Unavailable licences
- The loss of one or more nodes resulting in a database not being available
- Unavailability of one or more databases

can be quickly rectified as part of the Incident Management Process.

You can receive support regarding error messages and troubleshooting via our telephone hotline or the customer support website.

Monitoring

Automatically ensure flawless operational availability of the database and the functionality of the hardware (cluster components) with our monitoring service:

- 24/7 monitoring of the EXASolution system currently running
- Proactive information in the event of a system fault or status change
- Fault reports or status changes are immediately forwarded to the „Administration Incident Management“.

All services can also be carried out via remote access.

EXASOL AG

Neumeyerstraße 48
90411 Nürnberg
Fon: +49 911.23 99 10
Fax: +49 911.23 991 5241
info@exasol.com
www.exasol.com

EXASOL at a glance:

EXASOL AG, based in Nuremberg in Germany, develops a data management system that enables the rapid analysis and evaluation of data. By implementing the solution from EXASOL, business processes are optimised and secure foundations for decision-making are generated, which give companies a sustainable competitive edge.

EXASolution is a relational high-performance database that was specifically developed for enterprise warehouse applications and business intelligence solutions. The database is utilised by companies of all industry sectors for time-critical analyses, comprehensive data research, planning or reporting. The integration of geodata introduces an additional analysis dimension that allows for even more efficient analyses. The database can be integrated easily into existing IT infrastructures and requires a minimal amount of administrative maintenance, while ensuring low investment and operation costs (TCO). EXASolution is available under the name EXACloud as well as data warehousing as a service. This highly efficient data management solution allows EXASOL customers to benefit from complete data access at any time and a transparent price model.

CONSULTING

Our consulting team is highly qualified and has extensive experience in implementing EXASolutions. With workshops and individual consultations, the experts will accelerate your project particularly in the initial phase. Adherence to the EXASolution Best Practices minimises the project risk. In later project phases the EXASolution experts are on hand to provide Review/Health Checks and thus ensure the long term success of the project.

Our consulting services can be booked individually or in packages of 5, 10 or 20 days.

TRAINING COURSES

In order to ensure a smooth implementation and successful operation of EXASolution, EXASOL provides an extensive training programme for both clients and partners.

Database Administrator

This training course is aimed at database administrators working with the EXASolution system who support the end-users of EXASolution systems. After a short breakdown of the objectives addressed by EXASolution the most important concepts and the system architecture are examined in more depth.

System Administrator

This training course is aimed at administrators and helpdesk staff working with EXASolution clusters. After an introduction to the concept and architecture of the EXASolution system, the topics system stability, resource management, hardware configuration and monitoring and debugging are examined.

Analyst

This training course is aimed at all EXASolution system users. It concerns the use of the EXASolution system for efficient data analysis.

Database Developer

This training course is aimed at all database and ETL process developers. Database design, database scripting, data distribution and transformations are examined.

Project Manager

This training course is aimed at pre-sales consultants and project managers of EXASolution introductory projects. Topics include analysing client situations, system sizing hardware and software, variations and methods for carrying out proof of concepts and also best practices for implementation projects.

All training courses last 2 days and at the end participants are awarded a corresponding EXASOL© certificate.

Allow our EXASolution experts to effectively support your services - from installation, repairs and maintenance through to training and support.