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Curvature IBM Netezza Hardware Maintenance and Support

Curvature IBM® Netezza/PureData® support service provides organizations with an independent alternative to IBM for Netezza systems supporting your mission-critical, non-critical and disaster recovery environments throughout North America, Asia and Europe. IBM has announced that **June 30th, 2020** will be the End of Support (EoS) date for the Striper Gen 2 of Netezza products (this also includes the first three generations: Skimmer, TwinFin and Striper Gen 1 that went EoS in **June 2019**). Instead of being forced to upgrade and completely migrate your Netezza systems, rely on Curvature to help you extend the life of your data warehouse solution. This will maximize your Return On Investment (ROI) and extend the time frame to plan and transition to your next generation data warehouse.

Do you Feel Stuck?

Curvature has partnered with industry leaders in data warehousing solutions, who are experts in remote management, optimization and support for the Netezza platform.

Our partners' remote expertise, coupled with Curvature's global data center support delivery, provides you with the assurance to continue utilizing your existing Netezza platform for years to come.

Reasons to Choose Curvature for your IBM Netezza Hardware Maintenance and Support

- Relieve the pressure to re-platform and extend the lifecycle of your current IBM Netezza (CapEx savings)
- Reduced Netezza support costs (OpEx savings)
- Flexible contract and Service Level Agreement (SLA) options that meet or exceed industry standards
- Monitoring and regularly scheduled health check services
- Remote technical support experts (senior architects average 10+ years of Netezza experience) with onsite field engineering (senior engineers with 10+ years IBM related data center expertise)
- Regionally based multilingual call centers that do not rely on scripted responses and quickly triage and assign incidents to local service teams
- Contract, asset and incident management via Curvature's singlePoint®
- Dedicated service assurance team to seamlessly transition to Curvature support
- Numerous methods for initiating a service request
- Field engineers arrive onsite with tested parts in hand
- Seasoned data warehouse team to help steer, implement and manage any re-platform projects

Curvature Netezza Support

Curvature is partnered with the global leaders in building, managing and supporting enterprise class data and analytics solutions. If you are looking for complete support and/or other services such as data migration and data warehouse technology planning, Curvature has the expertise and knowledge to make your next critical project a successful one. Additional managed service offerings can bring you peace of mind and the opportunity to choose your next steps without the pressure of a manufacturer's refresh timeline. Curvature's Netezza partnerships provide a comprehensive, vendor-agnostic solution with Netezza remote DBA expertise, coupled with Curvature's top-tiered, global data center support engineering and logistics model to bring you the best service offering in the industry for your Netezza environment.

Netezza Support Service Frequently Asked Questions

Q. Isn't Netezza full of proprietary parts?

A. 99% of a Netezza is made up of off-the-shelf IBM standard xSeries/Blade and storage parts.

Q. Is it wise to mix concurrent support contracts with Curvature and IBM considering our appliances will no longer be in sync from a software perspective?

A. IBM is not producing new software for the Skimmer, TwinFin and Striper (Gen 1) beyond **June 30th, 2019** and Striper Gen 2 beyond **June 30th, 2020**. Netezza is backwards compatible runs mixed software versions seamlessly.

Q. Where do you source parts, and do you have enough inventory to support us?

A. We source parts, both new and refurbished, from major brand-name distribution partners and third party providers. Inventory levels that we maintain provide us with at least a three-year supply.

Q. Netezza is a complicated appliance. Do you have the expertise to service and support us?

A. Our senior architects average 10+ years of Netezza experience. We bring experienced field service, DBA and Level 3 Netezza skill to each of our customers.

Q. Do you offer software support?

A. The Curvature Netezza Support replicates the service currently provided by the manufacturer today and includes full hardware and software support that involves field service engineers and remote Level 2 and Level 3 Netezza engineers to maintain your appliance. It is important to note that there will be no new software created by IBM after the EoS date, but the useful life of these devices will continue with our service.

Q. Are references available?

A. Absolutely. References are available upon request.

IBM Netezza Product Family - End of Support Dates

Model Name	Model Number	GA Date	End of Marketing Date (EoM)	End of Support Date (EoS)
Skimmer	N100-1	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-3	N1001-002	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-6	N1001-005	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-12	N1001-010	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-24	N1001-020	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-36	N1001-030	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-48	N1001-040	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-72	N1001-060	4-Nov-11	20-Jun-14	30-Jun-19
Twinfin-96	N1001-080	4-Nov-11	20-Jun-14	30-Jun-19
Striper-3	N2001-005	1-Feb-13	16-May-14	30-Jun-19
Striper-6	N2001-010	1-Feb-13	16-May-14	30-Jun-19
Striper-6	N2001-010	1-Feb-13	16-May-14	30-Jun-19
Striper-12	N2001-020	1-Feb-13	16-May-14	30-Jun-19
Striper-24	N2001-040	1-Feb-13	16-May-14	30-Jun-19
Striper Gen 2	N2002-002	5-May-15	30-Jun-15	30-Jun-20
Striper Gen 2	N2002-005	5-May-15	30-Jun-15	30-Jun-20
Striper Gen 2	N2002-010	5-May-15	30-Jun-15	30-Jun-20
Striper Gen 2	N2002-020	5-May-15	30-Jun-15	30-Jun-20
Striper Gen 2	N2002-040	5-May-15	30-Jun-15	30-Jun-20
Mako 1/4 rack	N3001-002	17-Oct-14	10-Apr-18	10-Apr-23*
Mako-3	N3001-005	17-Oct-14	10-Apr-18	10-Apr-23*
Mako-6	N3001-010	17-Oct-14	10-Apr-18	10-Apr-23*
Mako-12	N3001-020	17-Oct-14	10-Apr-18	10-Apr-23*
Mako-24	N3001-040	17-Oct-14	10-Apr-18	10-Apr-23*

 Primary Concerns

 Secondary

 Long Range

*Assumed EoS date based on EoM date

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