News Release

Teradata Announces Creation of New Global Customer Services Organization Dedicated to Maximizing Customer Success and Value

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Michael Hutchinson Appointed Chief Customer Officer to Lead New Organization

Teradata (NYSE: **TDC**), the connected multi-cloud data platform for enterprise analytics company, today announced that it has created a new Global Customer Services organization designed to drive optimal customer experiences, maximize customer value and achieve greater synergies to accelerate growth. The new organization will combine Teradata's current Customer Support and Services organization with its Customer Success function, integrating all activities across Customer Services and Support, Consulting and Managed Services, as well as Customer Education.

"Our new Global Customer Services organization doubles down on our customer-centric ethos, delighting customers and optimizing their experiences, while accelerating our cloud-first transformation and increasing value for Teradata," said Steve McMillan, President and CEO of Teradata. "This new structure will enable strategic alignment across all customer support functions and activities by leveraging the team's scale and enhanced agility, as well as allowing us to extract additional efficiencies, all to maximize our customer impact."

The company has appointed Michael Hutchinson, currently Teradata's head of Customer Success, to the newly created role of Chief Customer Officer to lead this organization. As part of this organizational realignment, Daniel Harrington, current Chief Services Officer, will be leaving the company.

"Since joining our team, Mike has proven to be an outstanding leader, bringing a proven history of establishing strong relationships with customers, and advancing our global customer success strategies. I am confident he is the ideal fit to take our new organization forward," McMillan continued. "Mike brings a steadfast dedication to customer service and unmatched track record of finding new and innovative ways to create a connected customer experience

and executing long-lasting relationships from sale through renewals."

Hutchinson said, "Teradata's relentless focus on our customers is what sets us apart in a dynamic industry and I am thrilled to lead this new organization as we create even greater value for our customers. We are combining extraordinary teams that share a passion and excitement for customer excellence and I know we will continue to grow relationships through the entire lifecycle of their journey."

McMillan concluded, "Dan has been a crucial part of Teradata for decades - a driving force behind the world-class Customer Services organization we have today, with a long history of helping customers succeed. He has had an extraordinary tenure here at Teradata touching all facets of our organization. On behalf of the entire team, we wish him all the best in his future endeavors."

About Michael Hutchinson

Hutchinson joined Teradata in June 2021 as Senior Vice President of Worldwide Customer Success, Consulting and Renewals, responsible for defining the company's global customer success strategy, maximizing and documenting customer-realized business value, and yielding world-class customer net promoter score, retention and use case expansion. Prior to joining Teradata, he served at Verint, including as Chief Customer Officer where he led the delivery of all post-sales services across Cloud Operations and Security, Customer Success, Professional Services, Product Support and Managed Services. Before that, Hutchinson served at Oracle for nearly 30 years in numerous roles of increasing responsibility, culminating in Global Vice President, North America Customer Success. Hutchinson holds a Bachelor of Science in Computer Science from the University of Kansas.

About Teradata

At Teradata, we believe that people thrive when empowered with trusted information. We offer the most complete cloud analytics and data platform for AI. By delivering harmonized data and trusted AI, we enable more confident decision-making, unlock faster innovation, and drive the impactful business results organizations need most. See how at **Teradata.com**.

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