



DATABASE OFFERINGS

- ✓ *Server management services*
- ✓ *Database administration services*
- ✓ *Backup and storage Management services*
- ✓ *Assessment and inspection services*
- ✓ *Incident management*
- ✓ *Change management*
- ✓ *Problem management*
- ✓ *Configuration management*
- ✓ *Release management*

A DATABASE IS A VALUABLE ASSET OF AN ORGANIZATION AND THEREFORE DATA SECURITY, AVAILABILITY AND PERFORMANCE AT ALL LEVELS ARE CRITICAL TO MEET ANY ORGANIZATION'S BUSINESS GOALS.

Our database operations help organizations to deliver, manage and control complex database environments. We offer guidance for defining and assessing your database capabilities in effectively managing change from technology and business perspectives.

vServe24/7 Database Services prepare your infrastructure to adapt to the changing business environment. Our holistic approach towards database management takes into consideration not just the technology but also business objectives. We work collaboratively with you to ensure 24x7 accesses to data, improved performance, and operational flexibility with minimal business disruption.

vServe24/7 offer a complete flexible model that allows either dedicated or shared services with the option to outsource based on your business needs.



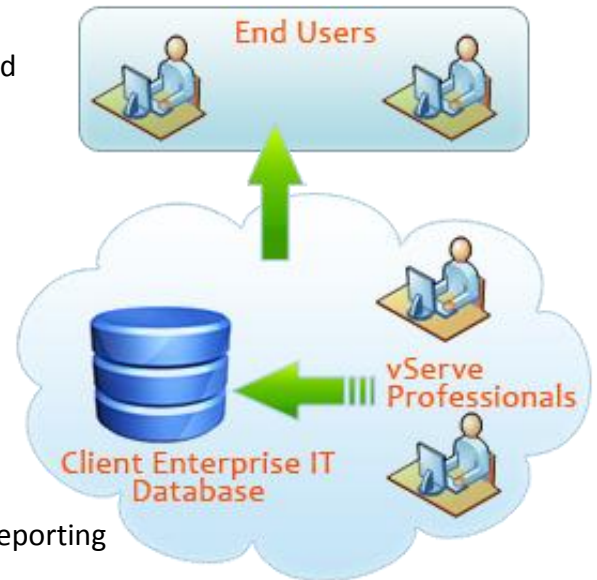
SERVICE BENEFITS:

- ✓ Operational growth via process enhancement including improved productivity, abridged duplications and error mitigation
- ✓ ITIL compliant standard operating practices
- ✓ Scalable solutions that can support large data volume
- ✓ Increased availability & systems performance
- ✓ 24x365, industry leading support
- ✓ Improved response time, throughput and instance efficiency
- ✓ Fast fault recovery, data protection and disaster planning

Database Monitoring and Managing Services:

Our monitoring services include:

- ❖ 24/7 Database monitoring and management
- ❖ Database fault management
- ❖ Change management
- ❖ Performance management
- ❖ Availability management
- ❖ Capacity management
- ❖ Configuration management
- ❖ Technical and management reporting
- ❖ Well defined L1, L2 and L3 skill



As part of Database Management, vServe24/7 will:

- ❖ Create objects as per the policies in place and instructions of the IT team at the client site
- ❖ Monitor system activities and logs in the managed/baselined databases
- ❖ Database start-up, shutdown as per the established and documented procedures at the client site
- ❖ User administration – roles, privileges, security, backup and restoration activities for the baselined /managed databases
- ❖ Ensure issues which are not solved as per the SLA are escalated either to the OEM or to the next support level depending on the case
- ❖ Maintain the reports pertaining to backups, database activities, tuning and problems, for further analysis



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- ❖ Escalate to vendor/OEM and coordinate for incidents that need vendor support
- ❖ Register complaints with Oracle/OEM through metalink in case of problems and follow-up to get the solution at the earliest
- ❖ Installation and reinstallation of Oracle / SQL and other databases
- ❖ Perform database security management and database design as per the directions of the IT team at client site
- ❖ Apply database patches as per the policy defined by client
- ❖ Perform database upgrades as per the agreed policies and procedures at client site
- ❖ Perform database space management for the managed databases
- ❖ Perform backup restoration for the managed databases
- ❖ Perform monthly restoration, test backups and ensure the data is extracted on demand as per the SLA

Key Differentiators:

- ❖ *Add business value by leveraging economies of scale and expertise*
- ❖ *Align processes to your business needs and integrate principles from industry best practices such as ITIL, ISO and CMMI*
- ❖ *Improve business agility*
- ❖ *Complete database management services to address from simpler to complex issues*
- ❖ *Determined approach for delivering "right" approach to capitalize on your infrastructure and consumer support ROIs*
- ❖ *Enhanced delivery approach driven by ITIL/ITSM frameworks, tailored to unique client environments*
- ❖ *ROI motivated culture with service level measurement and management*