

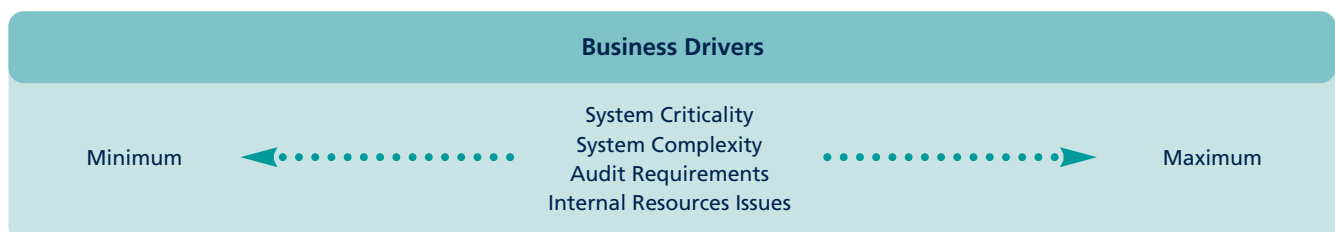
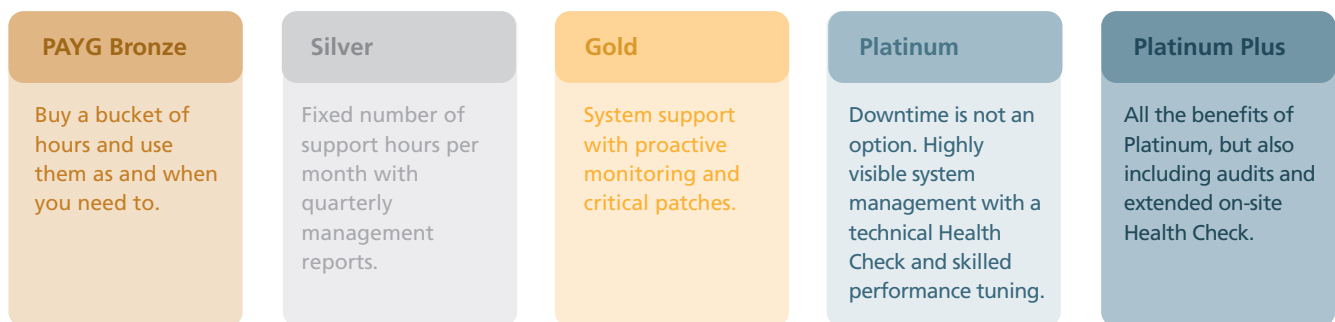
Database Support & Managed Services

Teamsolve know Oracle inside out and we can help you get more from your Oracle solution. We ensure maximum performance from your systems with less complexity, business risk and cost.

Business Focus

Our support and managed services ensure the highest levels of performance, uptime and security for your business at a fixed annual price – with no hidden costs. Flexible Support Packages vary from a minimum commitment – where you buy a number of hours to call upon as and when you need them – to fully managed 24 x 7 support with named support staff that you get to know and trust.

Flexible Support Packages



What can be supported?

Each Flexible Support Package can be tailored to meet your organisations environment to cover the specific number of live, test and development databases. Our clients' environments range from a single instance of Oracle to over 300 Oracle instances with global criticality. Additionally, support hours can vary from UK business hours to 24 x 7 global support with a 5 minute response time.






What maintenance does the contract involve?

The level of maintenance will vary according to the Flexible Support Package you choose. Bronze maintenance is utilised out of the amount of hours you will have purchased. Our Silver Flexible Support Package is level 1 maintenance, which is the most basic, Gold is level 2 and both Platinum and Platinum Plus are level 3 – which includes all maintenance required on the database to ensure optimal performance. Detailed maintenance tasks will be provided within the Service Level Agreement (SLA).

Tel 0870 11 22 000 info@teamsolve.co.uk



Database Support & Managed Services

Flexible Support Packages	PAYG Bronze 	Silver 	Gold 	Platinum 	Platinum Plus 
Online Support Portal	✓	✓	✓	✓	✓
Service Desk Access	✓	✓	✓	✓	✓
Health Check	Initial Environment Review	Remote System Health Check	Remote System Health Check	Full Technical On-Site Health Check (3 to 5 Days)	Full Technical On-Site Health Check (3 to 5 Days)
Management Reporting	Quarterly Snapshot	Quarterly	Quarterly	Monthly	Monthly
Proactive Monitoring	X	✓	✓	✓	✓
Named Primary DBA	X	✓	✓	✓	✓
Named Secondary DBA	X	✓	✓	✓	✓
Maintenance Level	X	1	1 + 2	1 + 2 + 3	1 + 2 + 3
Customer Champion Visit	X	Annually	Annually	Bi-Annually	Quarterly
Performance Tuning	X	X	✓	✓	✓
Backup Management	X	X	✓	✓	✓
Patch Management	X	X	Critical	Critical + Quarterly Security	Critical + Quarterly Security
Out of Hours Maintenance	X	X	X	✓	✓
Disaster Recovery Test	X	X	X	✓	✓
Implement Backup & Recovery	X	X	X	X	✓
Minor Release Upgrades	X	X	X	X	✓
Support Hours/SLAs	8am - 6pm, Mon to Fri Optional - Extended Hours/24x7	8am - 6pm, Mon to Fri Optional - Extended Hours/24x7	8am - 6pm, Mon to Fri Optional - Extended Hours/24x7	8am - 6pm, Mon to Fri Optional - Extended Hours/24x7	8am - 6pm, Mon to Fri Optional - Extended Hours/24x7

Our Bronze PAYG Support Package is a 'bucket' of any number of support hours to call upon as and when you need to.

Any support feature indicated with a cross can still be added on to your Flexible Support Package – that's the flexibility of our Support Packages – further customised to meet your business needs.

What is a bucket?

Put simply, a bucket is any number of support hours. This pre-paid allocation of support is there for you to call upon for additional support as required - without the hassle of additional administration of purchase orders or sign-off procedures. Any Support Feature can be additionally taken out of your bucket of hours – you decide exactly what your business needs.

About Teamsolve

Teamsolve are an Oracle Certified Advantage Partner, delivering Oracle based solutions for organisations in all market sectors. Our expertise spans the entire Oracle product set across applications, middleware and technology. Our services are tailored to individual clients and include business solutions, consultancy, support, development, licences, hosting and training.

What response times should I expect?

Again, response time will vary depending on your requirement and will be detailed within the Service Level Agreement. The response times will also vary according to the priority of the issue, for example a Priority 4 issue may be rectified within 4 hours, whereas a Priority 1 may require a 5 minute response time on a 24 x 7 basis.

Get in touch, Find out more, Move things forward...

For further information about our range of solutions and services, or any other Teamsolve offering please contact our sales team:

Tel 0870 11 22 000 info@teamsolve.co.uk

