

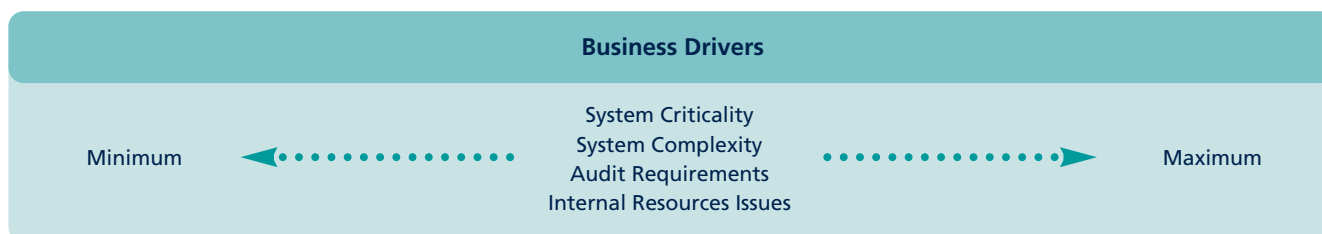
# Database Support & Managed Services

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 Platinum is 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).

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# Database Support & Managed Services

	Pay As You Go Reactive Support	Silver	Gold	Platinum
Type of Support	Reactive	Proactive	Proactive	Proactive
Online Support Portal	✓	✓	✓	✓
Hotline Support	✓	✓	✓	✓
Fault Resolution	✓	✓	✓	✓
Technical Health Check	✓	✓	✓	✓
Proactive Monitoring		✓	✓	✓
Named Primary & Secondary DBA		✓	✓	✓
Proactive Maintenance		✓	✓	✓
Critical Restores			✓	✓
Performance Tuning			✓	✓
Backup Management			✓	✓
Critical Incident Patching			✓	✓
Service Reports with Recommendations			✓	✓
Quarterly Patch Management				✓
Out of Hours Maintenance				✓
Disaster Recovery Testing				✓

↓ REACTIVE Pay As You Go Support ↓  
 ↓ PROACTIVE Managed Services ↓

## 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

