

BIAS

ORACLE Platinum Partner

BIAS Engineered Systems Managed Services provide the assurance that your mission critical systems are constantly monitored and managed to achieve targeted performance, stability, reliability and availability 24 hours a day, 7 days a week.

Through our considerable experience and in depth training BIAS is able to provide our client with expert services for these complex systems. Our Managed Services team is able to provide both Database and Systems level monitoring, support, & maintenance.

ENGINEERED SYSTEMS MANAGED SERVICES OVERVIEW

Managed Services support for Oracle Engineered Systems to include:

- Exadata
- Exalogic
- Exalytics
- Oracle Database Appliance (ODA)
- Big Data Appliance (BDA)

Focused on reducing operational costs associated with:

- Internal costs associated with hiring, training and retaining the top-talent within your DBA organization.
- Employee morale in providing weekend and evening on call support
- Downtime or outages due to poor maintenance and misaligned skillsets in the internal support team

ADDITIONAL VALUE ADDED SERVICES

In addition to Remote Services, BIAS also offers other value maximizing services for your business:

- OEM 12c, Database 12c Upgrades
- Oracle E-Business Release 12 Upgrades
- Oracle R12/11i new implementations
- Oracle Database Testing using 11g Real Application Testing (RAT) and Swingbench for RAC
- Oracle Systems Architecture
- Oracle Database systems optimization
- Oracle Security Assessments
- Oracle Training Workshops
- Oracle Integration Solutions using Database, SOA, Fusion Middleware and EBS technologies
- Oracle Applications Support Services – Release 11i and R12 E-Business Applications
- Application & Database Load Testing design, development and implementation assistance

EXA-SYSTEM MANAGED SERVICES

OUR EXPERIENCE

Work quality and in-depth experience is what separates BIAS consultants from the competition. BIAS Managed Services team members typically have more than 10 years experience and have broad experience in supporting Oracle Engineered Systems, as well as having deep experience in Database, Middleware, and Oracle Applications support.

ENGINEERED SYSTEMS SUPPORT IS IDEAL FOR CUSTOMERS WHO:

Have mission-critical application database environments

- Require a Service Level Agreement (SLA) driven response times 24x7x365
- Need to augment or replace internal DBA skillsets in order to provide true operational support
- Have SLAs with their customers guaranteeing up time, response time, and availability

SERVICES INCLUDE:

- Full System Assessment
- Exadata and Exalogic Systems Availability and Events Monitoring
- Ongoing Database Support and Maintenance
- Proactive Performance Tuning and Management
- Timely updates, Weekly, and Monthly Information Reports
- Problem Resolution Support

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EXA-SYSTEM MANAGED SERVICES

EXA-SYSTEM SERVICE OFFERING:

| SERVICE CATALOG | EXADATA | ODA | EXALOGIC | EXALYTICS | X-86 & STORAGE |
|--------------------------|---------------------|-----|---------------------|-----------|--|
| | 1/8 1/4 1/2 1 | | 1/8 1/4 1/2 1 | | Oracle-Sun HP Dell IBM EMC Hitachi NetApp |
| Storage Admin | ✓✓✓✓ | ✓ | ✓✓✓✓ | ✓ | ✓ |
| Network Infiniband Admin | ✓✓✓✓ | ✓ | ✓✓✓✓ | ✓ | ✓ |
| Linux OS Admin | ✓✓✓✓ | ✓ | ✓✓✓✓ | ✓ | ✓ |

- ➔ BIAS offers two standard levels of guaranteed service in our remote EXA-System support levels.

| SERVICE ENTITY | ADVANCED LEVEL | BASIC LEVEL |
|--|-----------------|--------------------|
| Response Time - Business Hours | 0-15 Minutes | 0-1 Hour |
| Response Time - Non-Business Hours | 0-30 Minutes | 0-2 Hours |
| Number of Supported Oracle and SQL Server Systems | Unlimited | Unlimited |
| Weekly Reporting | Yes | Yes |
| Oracle Service Request on behalf of clients | Yes | Yes |
| Onsite Architecture Services Lead time | 1 Week | 2 Weeks |
| Direct Access to BIAS EXA resources 7x24x365 | Guaranteed 7x24 | Case by case basis |
| Monthly Reporting with Systems Planning guidance, load & growth trending | Included | - |

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