

# BIAS

ORACLE Platinum Partner

BIAS EXA-System 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.



## KEY DRIVERS TO CONSIDER BIAS EXA-SYSTEM MANAGED SERVICES

- Admin support for Exadata, Exalogic, Exalytics
- The need to reduce the cost of maintenance of the mission critical database systems
- The need to mitigate the risks of increasing costs associated with hiring, training and retaining the top-talent within your DBA organization.
- The need for top-notch database and application server administrators monitoring and managing your systems
- Expectation to provide a 15 minute response to a problem during office hours and a 30 minute response after hours
- Difficulty finding Oracle talent in your city when you need it
- Administrators taking extended leave, vacations or training
- Administrators not current with the latest releases of applications and databases
- Staffing augmentation requirements when there is a partially staffed Administration 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

 **BIAS EXA-Admin serves your EXA-system database and application server requests promptly, securely and precisely.**

# EXA-SYSTEM MANAGED SERVICES



## SERVICE DELIVERY APPROACH

**WHAT WE DO:** We perform a complete and thorough assessment of your systems. BIAS EXA-DBA will serve as “Your EXA-DBA” to provide unparalleled enterprise systems monitoring and support experience from BIAS utilizing reliable monitoring and reporting tools.

**OUR EXPERIENCE:** Work quality and in-depth experience is what separates BIAS consultants from the competition. BIAS’s hands-on professionals typically have worked more than 15 years in IT-related roles and possess an average of 12+ years of Oracle EXA-database administration, Fusion Middleware and WebLogic application administration experience.

## BASIC SUPPORT IS THE BEST PLAN FOR CUSTOMERS WHO:

- Have no formal Service Level expectation but demand performance and availability
- Do not require immediate response to database or application issues
- Do not have mission critical systems requiring priority service
- Can wait for a problem resolution until the end of the day or possibly the next business day
- Do not have complex application environments
- Do not have 24x7 applications

## ADVANCED SUPPORT IS THE BEST PLAN FOR CUSTOMERS WHO:

- Have mission-critical, multiple, complex 24x7 application database environments
- Require a quick EXA-DBA response during business hours or a 30 minute EXA-DBA response during non-business hours to any issue involving mission critical systems
- Need direct access to the Remote EXA-Services support Staff of BIAS
- Have service level contracts with their customers guaranteeing response or product delivery

# BIAS

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## 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

# 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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