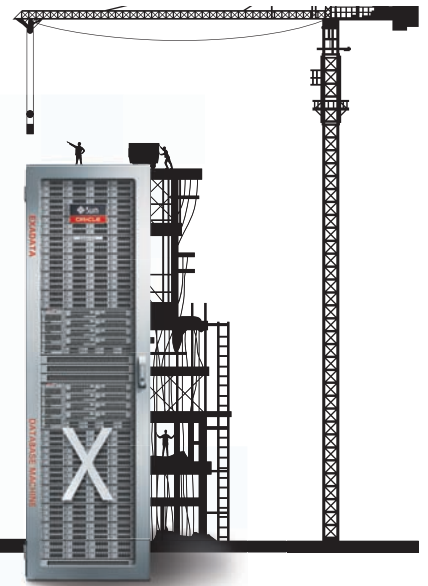


# BIAS



## TURNKEY MANAGED SERVICES FOR ORACLE EXADATA



**ORACLE** Platinum Partner

### Specialized

Oracle Business Intelligence Applications 7  
Oracle EBS R12.1 Financial Management  
Oracle EBS R12.1 Supply Chain Management  
Exadata Database Machine Models X2-2 and X2-8  
Oracle Database 11g  
Oracle Database 11g Performance Tuning  
Oracle Database 11g Security  
Oracle Database 11g Data Warehousing  
Oracle Database Appliance  
Oracle Enterprise Manager 11g  
Oracle Enterprise Manager 12c  
Oracle Real Application Clusters 11g  
Financial Services Industry  
Healthcare Industry  
Wholesale Distribution Industry  
Exalogic Elastic Cloud X2-2  
Oracle Application Grid 11g  
Oracle Business Intelligence Foundation 10  
Oracle GoldenGate 10  
Oracle SOA Suite 11g  
Oracle WebCenter Portal 11g  
Oracle Solaris 10  
Oracle Linux 5  
Sun ZFS Storage Appliance  
SPARC T4-Based Servers

**ORACLE**  
PARTNER NETWORK

3 TIME ORACLE  
TITAN AWARD WINNER

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[www.biascorp.com](http://www.biascorp.com)

The **BIAS Engineered Systems services** approach provides an all encompassing support model for all of your Oracle Engineered System environments. Leveraging an average of over 18 years of operational system and database management, BIAS provides the complete management and training package supporting Oracle's Engineered Systems. These systems include the Oracle Database Appliance, Oracle Exadata, Oracle Exalogic and Sun SuperCluster as well as the Oracle Exalytics and Oracle Big Data platforms. For comprehensive support at a client's data center or hosted within a BIAS data center, utilize the BIAS Enterprise Systems implementation and managed services as defined below.

### System Management



#### • Installation and Configuration

- Pre and Post Installation Planning and Configuration
- Exadata Installation and Configuration
- ASR Implementation and Configuration



#### • Management of the Exadata Frame, including:

- Database Management and Monitoring
- Operating System Management and Monitoring
- Storage System Management and Configuration



#### • Exadata Application Services

- Query Offloading Monitoring, Implementation and Support
- Hybrid Columnar Compression Analysis, Design and Implementation
- Services management and configuration
- Resource Management Configuration (Database and I/O Resource Management)



#### • Database Application Services

- Service Management, Creation and Configuration
- Database Creation, Management, Monitoring and Support



#### • Hands on training services

- Real-time on the job support with engineers
- Weekly "brown bag" training sessions
- Formalized training services



#### • Monitoring and Management of Exadata system

- Operating system monitoring and support
- Database monitoring and support
- Network monitoring and support
- Technical reviews and project management
- Root cause analysis and corrective action

### Patch Management



#### • Bundle Patch Implementation

- Patch Management and Planning
- Patch Impact Planning and Analysis
- Patch Implementation and Planning

### Documentation



- Weekly Run-Books identifying issues and resolutions
- Monthly Engagement Notebooks providing a summary of the weekly Run-Books
- Quarterly Engineering Notebook providing current and previous architecture configuration of the systems

### Contracts



#### • Flexible contract vehicles for all services

- Time/monitored pay as you go
- Firm fixed price
- Monthly payments



**7x24 hour, 365 Day Support**

**Business Intelligent Application Solutions**