



ASSIST

RAPID

ASCEND

Cut your Oracle support overhead, without compromising on quality.

Does your organization rely on one or two key individuals to support critical Oracle applications or databases? Are you finding it difficult to recruit and train systems support staff? Are your projects being jeopardized by the support demands of your current projects?

Infotegrity Assist is a remote Oracle Database Administration and E-Business Suite support service that provides Oracle users with an alternative to employing full time staff (i.e. functional experts, DBA's or contractors). Whether your organization uses Oracle E-business Suite or has custom applications, you will benefit from Infotegrity Assist.

- High quality DBA and E-business Suite support service will improve the availability and performance of your applications.
- Support from a large team of experienced DBA's and E-business Suite experts means that your business will no longer depend on one or two key individuals.
- Supplemental support during critical business periods like system upgrades, holidays, and sick leave decreases the occurrence of staff burnout, ensuring that your staff is operating at its maximum efficiency.
- Engaging a contract DBA or functional expert means you are dependent upon their individual experience when solving problems and introducing new technology. Our team approach to service and support provides you with the collective experience of Infotegrity's professional staff.

Flexibility is the key to the Infotegrity Assist service, which means that you get an 'exact fit' service, tailored to meet your specific support requirements. The Assist service comprises a number of elements.

Proactive Management Services. You need your applications to be reliable and available to your users. When you become an Assist customer, our experts will review your existing system setups and correct any sizing and configuration problems they identify. Once our suite of diagnostic and monitoring tools are installed, they will provide information that is used by our experienced staff to proactively make adjustments to your environment.

As an Infotegrity Assist customer, you'll have experienced Oracle DBA's and E-business Suite staff executing a checklist of daily monitoring tasks on your supported instances. The checklist will be tailored to meet your specific support requirements. Any adjustments required to the database or applications environment required as a result of the monitoring are communicated to you by the Infotegrity Assist staff once they have been made. Other proactive tasks included in the Assist service are the installation of Oracle E-business Suite, Developer and RDBMS patches; disk capacity planning and rebuilding database objects as needed. Ad hoc requests such as strategic reviews are also provided on request.

During the setup phase of the Assist service, we will collaborate with your staff to:

- Determine working procedures between your staff and the Assist staff
- Establish a change control process
- Set up a joint Oracle Support issue logging procedure and a shared log (SR/TAR's)
- Create a joint Oracle patch management process and shared patch log.

Additional proactive monitoring tasks are performed on a weekly and monthly basis. A weekly report documenting all changes made by the Assist staff during the previous week as well as recommendations on other changes that should be made is provided to the customer contact. A consolidation of all changes made during the past month is included in the monthly service report.



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EXPERTISE • SKILL • STRENGTH • SUPPORT

The Infotegrity Assist Help Desk. As an Infotegrity Assist customer, you'll have access to expert DBA support available from the Infotegrity Assist Help Desk. These DBA's will provide expert advice and remotely access your system to resolve any issues that arise. This ensures system stability without an expensive permanent on-site presence.

Should you experience a catastrophic event which causes your systems to be unavailable to your users, the Help Desk will work with you to restore the system. Having access to experienced DBA's and functional support experts during such a situation provides a variety of insights into how to correct the situation. It also provides a mechanism for addressing the staff burnout that can occur from working around the clock to resolve a mission critical emergency.

Consulting Services. As an Infotegrity Assist customer you'll have a pool of days of consulting services per year available to you. These days can be used at your convenience to perform routine maintenance, such as installing patches or rebuilding database objects, or supplementing your staff during critical business periods. These services are performed remotely and on-site. You can even supplement the standard level of consulting services by purchasing additional consulting at a preferred rate.

Site Manager. Infotegrity knows that customers prefer to have a single point of contact with their service suppliers, so to simplify our relationship, we assign a dedicated site manager to each Assist client. Your site manager is your prime support contact. The site manager will also monitor and control the quality of service that your organization is receiving.

Monthly Service Reports. Infotegrity will prepare a monthly service report that describes the DBA and E-Business support activities performed during the preceding month. The report will detail work performed using consulting days during the past month as well as any issues and their resolution. It will also provide a summary of calls to the help desk and their status. A summary of any Oracle SR's/TAR's opened on your behalf will also be included. Any changes that have been made to the database as well as any proactive tasks that have been executed will also be described. Lastly, the activities planned for the following month will be outlined.

In summary – Infotegrity Assist offers you:

- Regular site monitoring with our diagnostic scripts
- Proactive management of your Oracle database by experienced DBA's
- Proactive management of your Oracle E-Business Suite by experienced functional experts
- Access to the Assist Help Desk
- Scheduled support when and where you need it
- A dedicated site manager to be your support contact
- A monthly service report
- Management of Oracle support logs
- Full site level documentation

HOW TO SECURE AN ASSIST SOLUTION

To discuss how Infotegrity Assist can improve the service levels of your Oracle databases and applications, please contact Infotegrity.

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