



Remote DBA Services for Oracle® Environments

Our Remote DBA Services help companies strengthen their competitive position by reducing cost of maintenance and improving business performance.

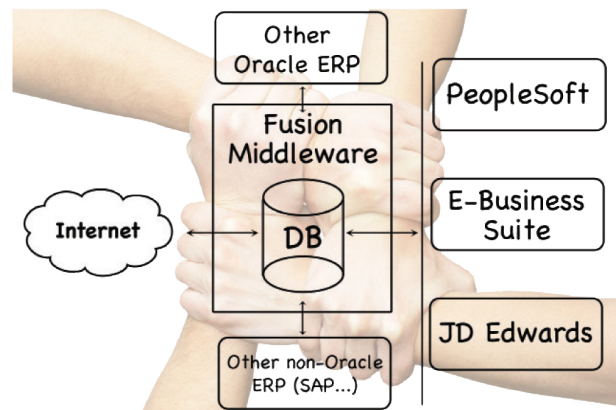
Our DBA Services provide a cost-effective alternative to hiring, retaining, and training full-time DBAs. According to a study by a leading industry analyst group, an IT organization can reduce the cost of managing DBA infrastructure by up to 42 percent by outsourcing that function to a remote DBA management service. Dell Services also offers you a complete environment where we can rebuild your environment and demonstrate the technology solutions we offer for topology, upgrade, and migration changes.

At Dell Services, we have deep domain experience in database administration and management, remote hosting services, and data warehousing. We continuously refine our ITIL- and CMMI-based service delivery methodologies and capabilities and leverage this knowledge to deliver best-in-class DBA services that meet our customers' unique needs and goals. Through our global network of technology delivery centers, we support operations 24x7 with reliable and predictable service levels. Plus, we offer consultative and technical skills that extend beyond Oracle issues. We have experience you can trust in extended services such as infrastructure support and business processes. As an Oracle Platinum Partner, we are a knowledgeable and responsive single-source service provider for Oracle database support, applications management, and related services.

Our Remote DBA Services Include:

- A primary and secondary DBA assigned to work with you on an ongoing basis
- Flexible onshore, near-shore, and offshore delivery capabilities to fit your delivery needs and budget

- On-site service teams to build strong relationships with your organization
- Resource scalability to meet your business needs
- Proactive database monitoring and maintenance.
- Seasoned specialists with deep experience across the Oracle product line.

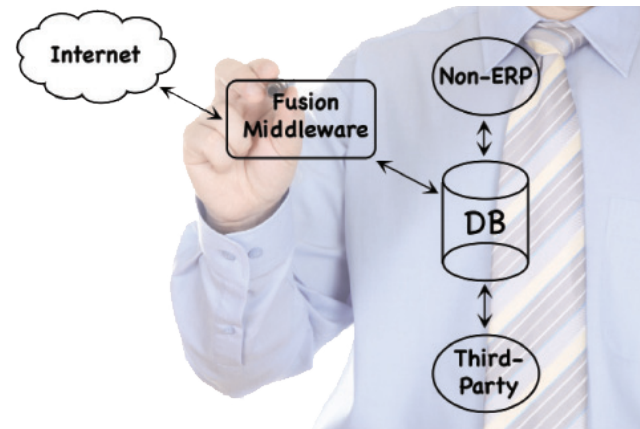


Our Remote DBA Services Deliver Benefits You Can Count On

- Reduced support and maintenance costs
- Increased database performance and less downtime
- Access to a broad range of experience across the range of core and integration technology products available under Oracle
- Risk mitigation for technical staff turnover
- Dedicated DBAs familiar with your system
- On-site and off-site flexibility

Service Offerings Tailored to Your Needs:

- Help Desk Services
- Daily Maintenance and 24x7x365 Monitoring
- Oracle Database Tuning
- O/S Monitoring and Administration
- Oracle Service Support Management
- Oracle Patching
- Oracle Cloning
- Oracle Migrations and Upgrades
- Peak Workload Relief
- Architecture System Sizing
- Industry Standards Application
- Disaster Recovery Planning and Testing
- SQL & PL/SQL Tuning
- New Feature Recommendations
- Application Server Support
- Customize and integrate Oracle backup solutions to leverage your existing investments on backup infrastructure
- Real Application Clusters (RAC) support for custom and off-the-shelf applications like ERP products



For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.