

Oracle Managed Services

ORACLE CERTIFIED ADVANTAGE PARTNER

By providing a large range of Oracle services to over 300 UK clients, Quantix has enabled IT departments to deliver a proactive, cost effective and seamless service level to their business.

Our core service offering is centred around the provision of high level Oracle database and application skills through a blend of innovative support components, such as 24x7 monitoring using *'GEM for Oracle'*. This service ensures that our clients Oracle infrastructure remains optimised and performs above any pre-agreed benchmarks.

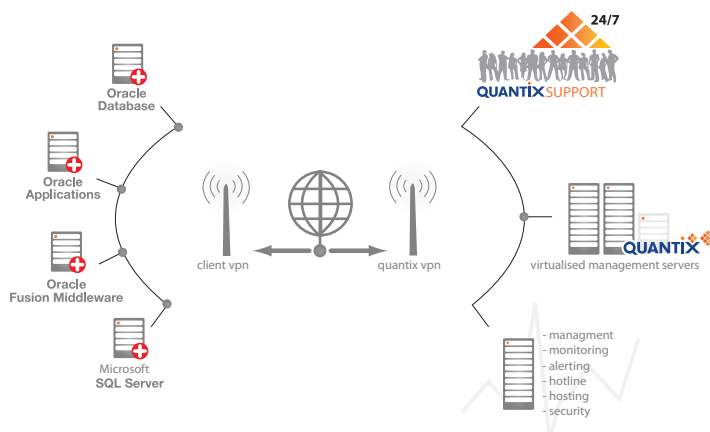
Innovative Service Delivery

Traditionally most clients host their own servers on their premises, however more recently there has been an increase towards external hosting or co-location. Irrespective of the location, Quantix can provide a fully managed service via secure site-to-site VPN to deliver proactive, 'Virtual DBA' type services. However, the services we offer can be scaled up or down depending on the environment being supported - we recognise that every client requires a certain degree of customisation and that full outsourcing will not be appropriate for all organisations. Flexibility is all part of the service.

Oracle Database and Application Managed Service

By partnering with Quantix for Oracle Support Services, our clients can bring in new technologies for competitive advantage, without the extensive costs of operating a fully functioning 24x7 DBA team. Just as easily our service can be used to complement an existing team through specialist knowledge or niche processes.

Our services are typically delivered via our datacentre, which is in turn linked to your site (or datacentre) for monitoring, alerting & remote service delivery. Many organisations are now looking to specialists such as Quantix to host their Oracle applications too - our investment in people, processes, infrastructure and security makes this a compelling option.



ORACLE PARTNER OF THE YEAR 2009

Testimonials

"I am happy to recommend Quantix as I have personally found their staff to be excellent and their all round support and professionalism first-class."

IT Director, Deutsche Bank

"We are always impressed by the availability of Quantix support staff who are ready to respond to any support needs we may have."

Head of IT, FBN Bank (UK) Ltd

"Quantix's services provide an extension to those of our internal IT department... Their service is both professional and personal."

IT Manager, Solaglas

Support Coverage

- Oracle E-Business Suite r10/11/12
- Oracle RBMS 8i-11g
- Oracle RAC
- Oracle Fusion Middleware
- Oracle Security
- Oracle Business Intelligence
- Microsoft SQL Server
- Linux/Unix

Getting the basics right

During the early stages of the take on process we define the make up of the contract to ensure each component of the service is delivering value from day one. With regular service reviews and supporting management information, Quantix can make strategic recommendations for future system enhancement at the database, applications and infrastructure level.

Our customer centric approach to service delivery, and promotion of self service, means that our clients have access to real time support information via a unique support portal. You have the ability to review progress on any outstanding incidents, access previous health checks, raise incidents online, as well as reviewing real time trend analysis and running reports.

The benefits of Oracle Support include:

- Return on Investment when compared to using internal DBA's.
- Low cost route into 24x7 support & management of mission critical applications.
- Reduction of personnel based risks such as holiday/sickness/leaving.
- Allowing internal staff to focus on higher level tasks that add business value.
- Quicker problem rectification leading to less downtime, less costs and increased efficiency.
- On Demand access to a pool of Oracle skills that would be impossible to recruit.
- Access to specialist methods of support & service delivery that have been proven to work.
- Access to a wide range of additional, complementary skills.

Service Components:

	Oracle Support Packages		
	Standard	Enhanced	Premium
On-site Review	●	●	●
Hotline Support	●	●	●
Quarterly Health Check	●	●	●
Performance Monitoring	●	●	●
Remote Diagnostics		●	●
Pro-active Fault resolution		●	●
Capacity Planning		●	●
Patch Management		●	●
Backup Management		●	●
Primary DBA		●	●
Secondary DBA		●	●
24x7 service			●
Online Portal			●

About Us

Quantix is an award winning specialist in the delivery of Oracle Database & E-Business Suite Consulting and Managed Services. We are dedicated to ensuring that our clients receive the best possible return from their Oracle investments.

Why choose Quantix?

- Capacity, scale and financial strength to support any organisation.
- Proven track record of success and customer satisfaction.
- Award winning Managed Services that have been proven to securely deliver cost savings and efficiencies.
- Flexible services, tailored to suit each client. One size does not fit all.
- Constant investment in people, processes and technology.
- A focus on quality and best practice, supported by ISO/ITIL processes.
- Only Oracle Certified Advantage Partner to provide support services onsite, remotely and 'in the cloud'.

