

Continuous Service Assurance

Database Administration

Continuous Service Assurance (CSA) from Data Intensity the solution for timely and reliable database system administration services. With CSA, organizations can have the essential functions of database maintenance in an automated and optimized remote service. The service offers 24X7 support of the database environment through monitoring, system-level troubleshooting, and documented routine processes.

24X7 Database Monitoring

Automated checks of the database environment to identify system issues. Checks include:

- Database availability
- Alert logs for severe operational errors
- Database space allocations
- Database resources
- Database file system space
- Automated backups and maintenance

Documented Routine Processes

Each customer has unique SOPs and routine maintenance needs. If it can be clearly defined, it can be successfully executed. Special alerts that are selected by the Customer can be:

- Routed to the Customer
- Routed to Data Intensity

Customer-defined actions are taken by Data Intensity for these special alerts or for routine automated maintenance procedures.

- ▶ **Reliable Operations**
- ▶ **Cost Efficiency**
- ▶ **Customized SOPs**
- ▶ **Leveraged Infrastructure**

“Enhance CSA with ONdemand Services for those tasks that go beyond basic data operations. With ONdemand, organizations pay only for what they use.”

24X7 Database Troubleshooting

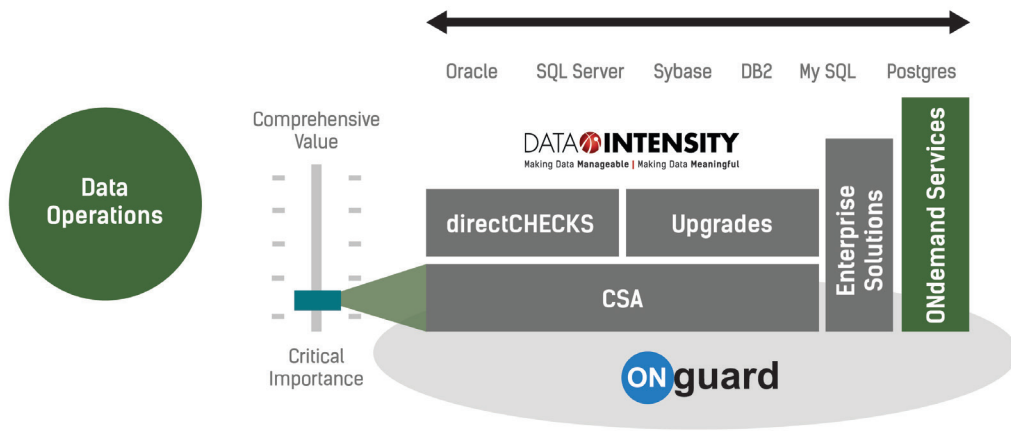
The research and corrective actions taken by Data Intensity, in response to critical system-level notifications. Troubleshooting tasks include:

- Standard Operating Procedures
- 24X7 critical support and remediation
- Database return to normal operations
- Root cause analysis of critical events
- Native database recovery

Service Management Reporting

The ONguard clientDIRECT portal provides the customer data regarding the status and quality of the service and the performance of the database. Report data includes:

- Ticket status and trends
- Alert summaries
- Service request summaries
- System performance and trend data
- Quality and event data



Data Intensity's CSA offering leverages ONguard automation to provide reliable data operations across a variety of database platforms

About Data Intensity

Data Intensity is an industry leader in analytics, business intelligence, and managed and cloud services for enterprise application and data management. We combine best-of-breed technology, world-class services, a flexible business model, and deep rooted expertise gained from hundreds of successful deployments to uniquely and cost-effectively support the full scope of a customer's enterprise data lifecycle. To learn more, visit us at www.dataintensity.com.