

MANAGED HOSTING SERVICES

Private Cloud for Oracle E-Business Suite Applications

Market Situation

Managed services and cloud adoption reduce your capital and operational costs while delivering improved performance, availability and predictability for business users. Managed Hosting Services from Data Intensity provides 24x7, all-inclusive support for Oracle infrastructure and applications. You gain:

- 20-50% lower total-cost-of-ownership (TOC) for your Oracle applications
- Up to 99.9+% uptime, assured by service-level agreements (SLA)
- Low meantime to repair (MTTR) from standard configurations
- Stable monthly operating expenses
- Access to additional technical experts as needed

Achieve Operational Excellence

Our Managed Hosting Services offer a secure, redundant, and high-performance enterprise-quality private cloud environment in combination with our 24x7 monitoring and management capabilities. Services are customized to meet your needs, and our best-practices approach to IT services gives you increased flexibility to:

- Scale your environment up or down on demand
- Eliminate the burden and disruption of upgrades, patching and other infrastructure changes
- Tailor disaster recovery (DR) options
- Frees existing internal IT staff to focus on strategic objectives

Our ITIL-compliant processes support seamless service delivery and stringent audit and security requirements. Our team of over 400 database administrators also offers a non-Oracle application portfolio and support for other databases and applications.

Key Benefits of Data Intensity's Managed Hosting Services

With hundreds of person-years of experience in the hosting, management and implementation of Oracle applications, Data Intensity hosts extremely complex EBS environments that have interfaces to numerous third-party systems.

- **Integrated Solution:** Offers a unified solution for enterprise application and database management needs by combining infrastructure, technical support and functional support with purpose-built tools and ITIL-based processes.
- **Personalized, Flexible Service:** Data Intensity provides standard reference architectures, processes, and tools that are configurable for each customer, ensuring a personalized support experience that can be adapted as business needs change.
- **Unmatched Expertise:** Data Intensity has more than 16 Oracle specializations, the highest in the industry. We partner with leading providers, including Oracle, Microsoft, Informatica, Tableau and others, to meet customer demand. More than 75% of Data Intensity's staff hold one or more certifications relevant to their jobs.
- **Purpose-Built Tools and Automation:** An engineering-driven company, Data Intensity integrates its cloud and infrastructure automation with its application and database automation. Our focus on efficiency and automation means lower

BENEFITS

- 24x7 global support
- Predictable monthly costs
- Higher performance of your Oracle applications
- Eliminate disruption due to upgrades, patching, etc.
- Higher levels of security to meet audit and compliance requirements
- Low MTTR
- Ability to scale your environment up and down as well as to the public cloud (AWS, Microsoft Azure, Oracle Cloud)
- Access to additional experts to support the technology stack
- 20-50% lower TCO
- Over 16 Oracle Specializations and ITIL Compliant processes

costs and benefits such as faster turnaround time for tasks, fewer human errors, and real-time visibility into the health of customers' hardware and software environments. We also give our customers the tools they need to manage and report on the systems and technologies we support.

- **Migration Track Record:** We have migrated over 150 customers from their internal data centers to our cloud and from other providers to the Data Intensity Private Cloud. Our cloud experts have successfully migrated customers from Oracle Managed Cloud, IBM, AT&T and a plethora of customer internal data centers – always 100% on-time.
- **Service Management:** The Service Desk is staffed 24 x 7 x 365 to ensure rapid response. We provide visibility and transparency to your support services via a Customer Portal, where you can create and view incidents and change requests

How Data Intensity Improves Service to Your Users

Combining enterprise-class data centers and Oracle Red Stack infrastructure with deep and broad Oracle application and database expertise, Data Intensity offers 24x7x365 support to help you meet the demands of business users with:

- Faster performance from purpose-built infrastructure
- Better response via Improved MTTR (mean time to repair) from integrated, application-aware infrastructure teams
- Faster response for user requests
- Improved agility and availability from the Data Intensity Automation Platform

Private, Hybrid, and Public Cloud – Have It Your Way

To ensure you achieve the optimum benefits of standardization, automation, redundancy, and optimized performance, Data Intensity can offer guidance on strategy and planning as well as operational support for any data center model you choose: dedicated private cloud, shared private cloud, hybrid cloud or traditional managed cloud hosting.

Our cloud solution includes all management services for infrastructure and applications, making it a true applications-as-a-service solution. We use an integrated approach to infrastructure, databases, and applications to provide a customized service that meets the unique requirements of each enterprise.

Data Intensity can manage migrations, integration and support for both cloud and remote managed services models. In addition, our global cloud service delivery model provides organizations access to provide a fully integrated team, from infrastructure engineers to database administrators, who benefit from standardized tools and processes inherent in a cloud platform. The team is certified on Oracle VM, Oracle Linux, Windows Server, Red Hat, and a variety of other technologies.

The Data Intensity automation platform for systems and databases is integrated into the cloud and includes functions such as cloning, patching, and health checks.

Security and Compliance

Data Intensity's dedicated security and compliance office ensures the services you need are the most secure in the industry and conform to today's audit requirements. Data Intensity is an SOC1, Type 2-certified organization. We also certify our compliance with the European Union regulations and the United States Department of Commerce rules regarding privacy and data protection.

71% decrease in application management and administration by deploying applications in private cloud.

– Aberdeen Group, Jim Rapozza

We considered another cloud provider, but I knew I wouldn't get the white glove service I receive currently from Data Intensity.

– VP of Financial Systems, Financial Services

Why Data Intensity’s Data Center

An Oracle Platinum Partner, Data Intensity was founded in 2001 to provide 24 x 7 database and application management services. A managed and cloud services provider for enterprise application and databases, Data Intensity combines best-in-category technology, world-class services, a flexible business model, and deep-rooted expertise gained from hundreds of successful deployments.

Data Intensity’s primary data center, is located in Boston, Massachusetts in FEMA Zone I. The facility has two suites within a 500,000 sq. ft. carrier hotel that are serviced by diverse power, UPS, generator, and HVAC infrastructures. The center staff includes 90 telecommunications providers with PoP (Point of Presence), including multiple Tier 1 carriers that serve traffic to Data Intensity’s suites over BGP (Border Gateway Protocol), enabling customers to use their providers of choice.

The disaster recovery data center, located in Salt Lake City, Utah in FEMA Zone VIII, provides redundant work connectivity to the Boston site. Disaster recovery is included with all production services, and enhanced levels of disaster recovery are available to meet customers’ requirements.

We have a proven track record of growing with our customers and expanding our service offerings. With over 800 professionals in eight global operations centers, no other firm is able to match our scale and breadth while continuing to maintain a reliable, flexible, personalized level of service to meet the needs of enterprises that require high availability and state-of-the-art security.

 Platinum Partner <hr/> Specialized Oracle Database 12c	 Platinum Partner <hr/> Specialized Oracle Business Intelligence Foundation	 Platinum Partner <hr/> Specialized Oracle Real Application Clusters 11g
 Platinum Partner <hr/> Specialized Oracle Enterprise Manager 12c	 Platinum Partner <hr/> Specialized Oracle Database 11g Performance Tuning	 Platinum Partner <hr/> Specialized Oracle Data Integration 11g
 Platinum Partner <hr/> Specialized Database Performance and Tuning	 Platinum Partner <hr/> Specialized Oracle Linux 6	 Platinum Partner <hr/> Specialized Oracle Exadata Database Machine
 Platinum Partner <hr/> Specialized Oracle VM	 Platinum Partner <hr/> Specialized Oracle Procurement Cloud	 Platinum Partner <hr/> Specialized Oracle Infrastructure as a Service

About Data Intensity

Data Intensity is the leading independent provider of managed and cloud consulting services for enterprise databases, applications, business intelligence solutions and analytics. The company combines best-of-category technology, world-class services, a flexible business model, and deep-rooted expertise gained from hundreds of successful deployments. Our mission is to cost-effectively support the full scope of a customer’s enterprise data lifecycle. [Contact us](#) for more information. Copyright © 2017 Data Intensity, LLC. All Rights Reserved.