

DATA & DATABASE MANAGEMENT SOLUTIONS

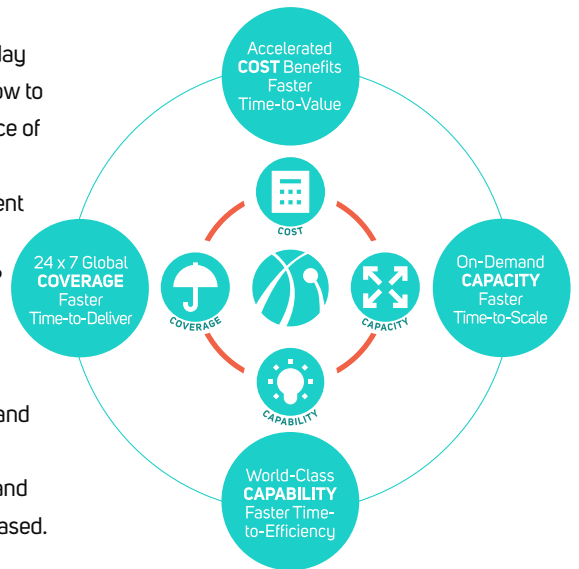
Benefits

- Named Service Manager
- Access to Our Entire Team of Global DBA Professionals
- Dedicated Connectivity With Data Intensity SecureConnect
- eBonding IT Service Management Integration
- Service Management Through ServiceNow Platform
- Monthly and Quarterly Performance Service Reporting
- Available OS and Infrastructure Support

The availability and performance of your mission-critical data are essential to your business processes. Without proper DBA coverage and capacity to ensure your critical database systems are aligned with the speed of business, your ability to grow and expand is completely stifled.

Finding the time and resources to balance day-to-day administrative activities with the need and know-how to implement new cutting-edge projects slows the pace of your business growth. Additionally, in the digital economy of ubiquitous DB platforms and deployment models, how can you ensure that the right platform choice is matched to your business process needs?

How are you preparing for the shift from database administrator (DBA) to database engineer (DBE)? It's time to leverage the expertise and bandwidth of an experienced Managed Services Provider to drive down costs and expand capacity and capability across any platform, on-prem or cloud-based.



Committed to Deliver Business Outcomes for Our Customers

How We Help

Ensuring maximum cost efficiency, capability, capacity, and coverage to manage your critical database services, Data Intensity enables you to focus on growing your business and strategic initiatives to include:

- + Availability Management
- + Performance Management
- + Incident and Problem Resolution
- + SLA/SLO Compliance
- + Upgrades, Security, and Disaster Recovery
- + OS, Infrastructure, and Other Services.

In addition to providing world-class managed DB services at scale, Data Intensity also provides architectural design workshops to help customers quickly sort through the proper cloud platforms and options – mapped to their business processes and DB management needs. Our services include response-time SLAs, based on IT service management integration with Data Intensity's service management platform.



Managed Database Services

Data Intensity’s flexible delivery model can be tailored to meet your requirements, allowing you to scale the services you use dynamically as your needs change. Our experts become an extension of your IT team to help ensure your return on investment and plan how best to achieve the near- and long-term goals of your business. We support databases and the systems and infrastructure surrounding them.

Increase

Management Coverage

Data Intensity offers you 24 x 7 true follow-the-sun coverage, with a unique blend of local and global resources.

Lower Costs

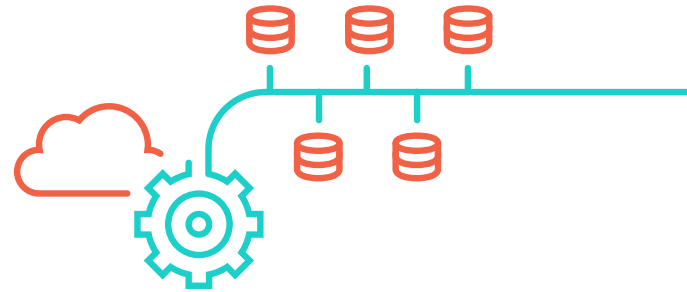
Data Intensity’s process-based model breaks the traditional constraints of paying for expensive full-time specialization.

Expanded Capacity and Flexibility

Data Intensity enables you to scale your infrastructure, support, and resources based on what you need, when you need it, and how you consume it.

Databases We Support

MySQL Advanced, AWS Aurora, RDS Oracle, RDS SQL, Oracle DBCS, Oracle DB Vault, Oracle MySQL Cloud, PostGres Advanced, PostGresSQL, Oracle DB On Prem RMS, MySQL – Open Source, MS SQL Server, Oracle MySQL On-Prem



Total Operations Management

Data Intensity offers comprehensive managed services for your business impacting IT landscapes, with features that include 24x7 coverage, proactive monitoring, OS support, backups, and patch management — delivering the same services across cloud platforms for continuity of service.



Full-Stack Support

- Applications – EBS, WLSFR, SOA, HYP, APLM, IDAM, OBIEE, OBIA, ODI, WC, GRC
- Application Middleware & Integration Platforms
- Databases – Oracle, MSSQL, MySQL, Postgres, DBaaS
- Engineered Systems – Exadata, ODA, PCA, ZDLRA
- Cloud & Infra Management – OCI, Azure, AWS, VM Platforms
- Oracle Software License Management Services

Service Features

- 17+ ITIL Management Practices (e.g., Availability, Change, Incident, Config, Capacity & Performance, Problem Management, Service Catalog, Continual Service Improvement)
- Proactive Monitoring—Addressing issues before they become problems, with 24x7 global support
- Delivery model includes OS, DB, MW, infrastructure, backups, patching and data protection
- Disaster Recovery for Critical Workloads
- Multi-Layered Security Services

TOM Advantages

- All-Inclusive with Tailored Support Entitlements
- Named Support Team Lead – Customer Success Management
- Aggressive SLAs to guarantee performance levels
- Proactive Management, continuous innovation, and optimization
- Continual Service Improvement optimizes Operational Assurance



Strategic Value Creation

- + Increased Management Coverage
- + Lower Costs
- + Expanded Capacity and Flexibility

Pro Services Engagements

- System Configuration Audit Baseline Security Assessment DB Upgrade Services
- Performance Health-Check Assessment
- Precision Architecture Design Services
- Cloud Migration Services
- Database Integration Services

Data Intensity is a trusted Managed Services Provider, delivering business transformative solutions and services tailored to help our customers succeed in a hybrid, multi-cloud world. Our purpose-built solutions and services target the technologies and platforms that power our customers' business transformations — from front-end strategy and design to implementation and migration to ongoing support and operation — all from a single provider. Customers choose us — and stay with us — because working with Data Intensity allows them to focus on their critical business needs while we focus on their applications and multi-cloud investments to drive faster time-to-value.



Gold Cloud Platform
Gold Application Development
Gold Application Integration
Gold Data Analytics
Gold Data Platform
Gold Datacenter
Silver Security
Silver DevOps