

*Full-service support at a cost that makes good business sense*

## Expert 24x7 remote database administration

*Who's accountable for your Oracle database?*

*What's the risk of a serious issue emerging when your internal IT team is swamped?*

*Who takes all the preemptive steps needed to keep your database finely tuned and always available?*

With **DBA Xpress from FusionStorm**, you have all the support you need for administration, management, and trouble-shooting that costs far less than hiring just one full-time DBA.

### At FusionStorm, we make technology work.

Our team of Oracle-certified experts represents the most cost-effective solution for professional support, full-time coverage, and ongoing preventative maintenance.

We're never "sick," "on vacation," or "unavailable." We're there when you need us — for routine administration, to answer your questions, or to solve major issues in a matter of hours. Call on FusionStorm to provide:

- **Proactive 24x7 remote monitoring** and alert management through services to quickly isolate and resolve issues
- **Regular preventative maintenance**, performance tuning, backups, and other routine services your team might tend to overlook
- **Database reporting** for complete visibility into usage patterns to help you plan for the most effective up grades
- **Around-the-clock helpdesk** for quick answers, rapid problem resolutions, and custom services when needed.

**The results?** More flexibility, smoother workflow, and more time to focus on your core strategic initiatives.

**Make technology work for you.** Call FusionStorm about putting DBA Xpress Remote Database Administration to work in your organization.

**FusionStorm: Making Technology Work**



### Keep your Oracle database at peak performance: A proactive DBA approach with no compromise.

No offshore call centers. No pagers. No beginners. Reach a live expert in our U.S.-based NOC on a 24x7 basis.

We support all of your Oracle database configurations — single-instance implementations on small servers, large database clusters in a SAN environment, and even Oracle RAC — through services that include:

- **Quick 24x7 emergency response**, within one hour for mission-critical problems and 12 hours for non mission-critical issues
- **Rapid problem resolution**, regular performance tuning, and patches deployed as needed
- **Proactive administration** and improved visibility through regular weekly status reports and comprehensive monthly database audits
- **Disaster recovery services** and continuity planning to assure that "warm" and "hot" standby sites are always available
- **Flexible service plans** for a fixed monthly fee that's customized for your specific needs
- **And more...**

## DBA CHECKLIST: Make sure you have all the answers

Are you monitoring your Oracle database effectively?  
Are you sure? If any of these questions remain unanswered, contact FusionStorm for an evaluation of your database administration needs.

- **Can your database** be down for hours at a time or is 24x7 monitoring crucial to meeting your commitments?
- **Do you always have access** to certified Oracle experts or do problems that surface “after hours” cause serious delays?
- **Do you have complete visibility** into your systems so that you know in advance when challenges might arise?
- **Are your database support costs** predictable even when workflow is uneven?
- **Is your internal Oracle DBA team** always up-to-date with the latest training, patches, and alerts?

## MANAGED SERVICES: Full support for your Oracle database

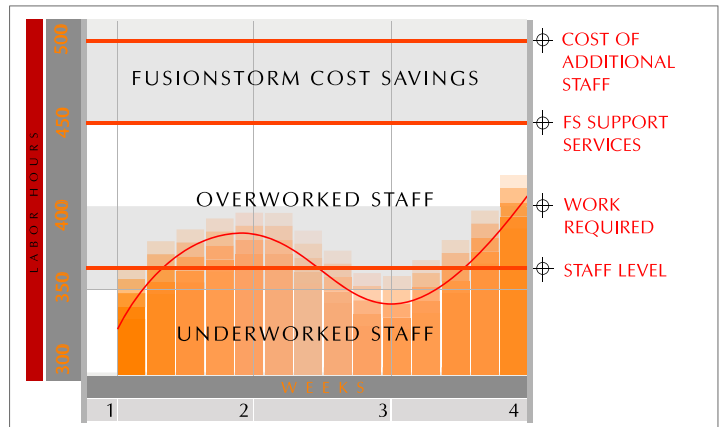
FusionStorm offers managed services to suit virtually any technology — with support for hosting, security, communications, networking, and applications. To save you time and money, we customize managed services such as DBA Xpress for Oracle databases through our four-point methodology that includes:

1. **Assessing** your business and technology needs
2. **Designing** a customized managed service solution that matches your needs and budget
3. **Integrating** the right solution into your existing environment and systems
4. **Supporting** your needs through our 24x7 monitoring, management and problem resolution

**Fusion Storm:**  
A single point of contact for 24x7 remote database administration

FusionStorm provides IT products, professional services, contract support, and 24x7 managed services for system infrastructure, storage, networking, voice-over-IP, security, database, disaster recovery, and managed hosting.

## Extend your Oracle resources without extending your staff.

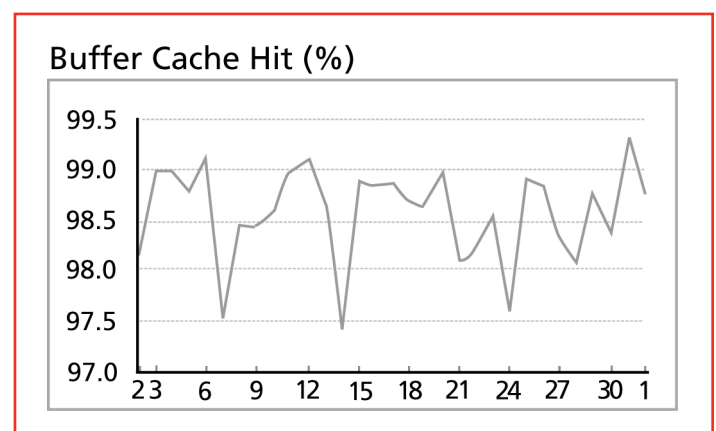


## Which DBA strategy makes the best business sense?

**Too large:** Staffing up to deal with unforeseen emergencies may appear to support your needs, but a large staff is inefficient when mostly idle.

**Too small:** Keeping your support team lean is cost effective, but leaves you vulnerable when overflow work and after-hours issues surface unpredictably.

**Just right:** With DBA Xpress from FusionStorm at a fixed monthly fee, you can access Oracle expertise when needed, but keep your IT staff focused on long-term objectives.



## Communication and accountability

FusionStorm delivers a range of comprehensive weekly status and monthly audit reports that give you more visibility, more insight, and more information on performance trends.