

Database Support Service Solutions

In today's economic scenario, all businesses are under pressure to find ways to control their operational cost without losing sight of the company's focus and balance competitive pressure.

As businesses have started to depend on information technology for core operations, the cost of being unable to access a critical system in a timely fashion can be staggering. Likewise, retaining a full-time resident DBA can be costly and problematic and at the same time it is difficult to find a skilled, experienced database management personnel. Specialized candidates are expensive, while less qualified candidates are costly to train. In a large scale environment, the DBA may be strained too thin, to the point where performance tuning and proactive database management activities could take a back seat to "fighting fires." For small scale environment, a qualified DBA may be underutilized resulting in frustration.

By hiring Omnitech, you can acquire as little or as much database management support as needed to exactly fit your budget and operating requirements. As a client of Omnitech, your direct access to both database administrators and program experts provides excellent value for money.

You can be rest assured that your databases are getting the best possible care which will allow your IT managers to focus on core business functions and maximize their productivity.

Why Omnitech

Omnitech has been offering Database Services since 2000 with the vision of providing our clients with the highest level of expertise, commitment to excellence and the value of a team approach.

We have what we believe is a unique model in this industry. In addition to our concentration on senior-level talent, our company structure stresses on a team effort over individuals.

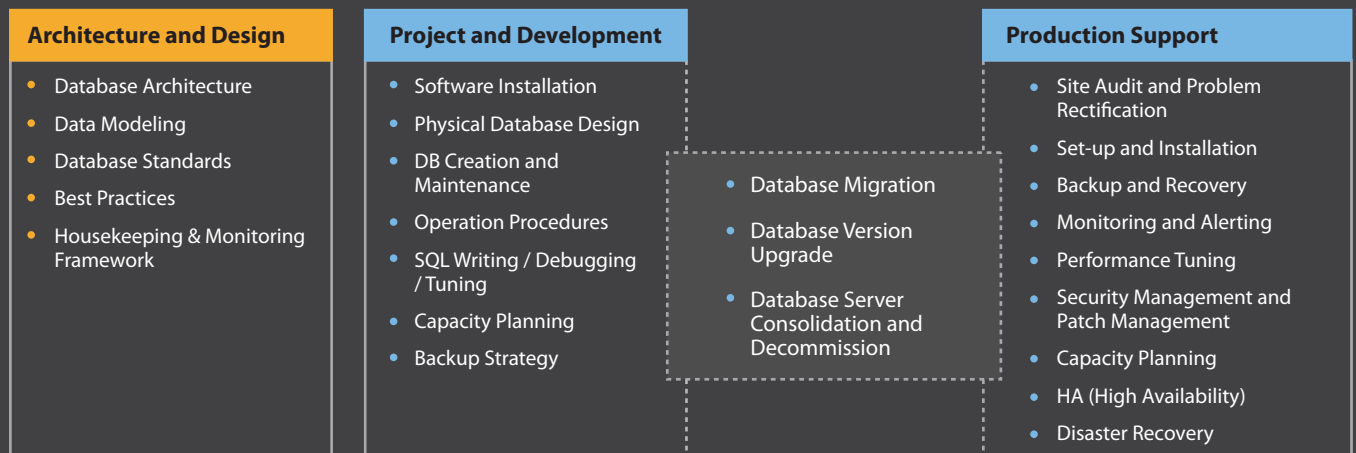
Each Database Services consultant is backed by the expertise and experience of the rest of talent pool within our team. We don't hesitate to draw knowledge and backing from any of our team member even if they aren't assigned to your specific project.

Omnitech Strengths and Experiences

- World class 24 x 7 x 365 availability and capabilities
- Flexible, customer centric engagement model (Onshore/offshore support model)
- Proactive mindset with strong analytical abilities for customer centric analysis
- Customizable Service Level Agreements (SLA)
- Accurate, up to date and holistic information for incisive decision making
- Access to mobile, expert and scalable talent pool
- Capabilities to handle large amount of heterogeneous data
- Wide range of supported products

Service Offerings

Omnitech has developed a successful flexible and sourcing model which covers all aspects of database administration. Our model includes the following:





We are goal sharers

We are agile, flexible, responsive and convinced that our success lies in yours. You can be sure that you'll only work with our 'A' team who will give your project the time and attention it deserves - no struggling with multiple, faceless layers that delay decision making.

Supported Technologies

Operating System DB Type	SUN Solaris	AIX	Linux	Windows
Sybase	✓	✓	✓	✓
Oracle	✓	✓	✓	✓
SQL Server				✓
Informix	✓	✓	✓	✓
DB2	✓	✓	✓	✓
MySql	✓	✓	✓	✓

Customer Benefits

- Freedom to concentrate on core business
- Reduce economic impact of outages using best practices
- Achieve revenue goals through round-the-clock shift
- Gain access to world class capabilities
- Cost savings: With our dynamic-scope contracting model, savings are achieved through improved efficiencies and innovations - an approach that is unique in the IT outsourcing industry.
- Adherence to customer support practices and procedures
- Improve time to market
- Increase Productivity through faster problem resolution and repeatable processes analysis
- More than just great DBAs: We go beyond database administration! Omnitech's expertise extends to every facet of your BFSI support, data centre, project management, service delivery, service consolidation and applications support (i.e. oracle apps, murex, core banking etc).

Service Delivery Model

	Bronze	Silver	Gold	Platinum
Features	Business Hours	Business Hours Monitoring & Support	24 X 7 Support & Business Hours Monitoring	24 X 7 Monitoring & Support
Support Hours	9.00am - 6.00pm	9.00am - 6.00pm	24 x 7 x 365	24 x 7 x 365
Support Model	Remote & On-Demand	Remote (Dedicated & Shared)	Onsite + Remote	Onsite
Monitoring		✓	✓	✓
Manual Daily Checks		✓	✓	✓
Patch Management				✓
Off Hours Maintenance			✓	✓
Telephone Support	✓	✓	✓	✓
Technical Response Time	60 minutes	45 minutes	30 minutes	15 minutes