

# Attenda

Always On Managed Services

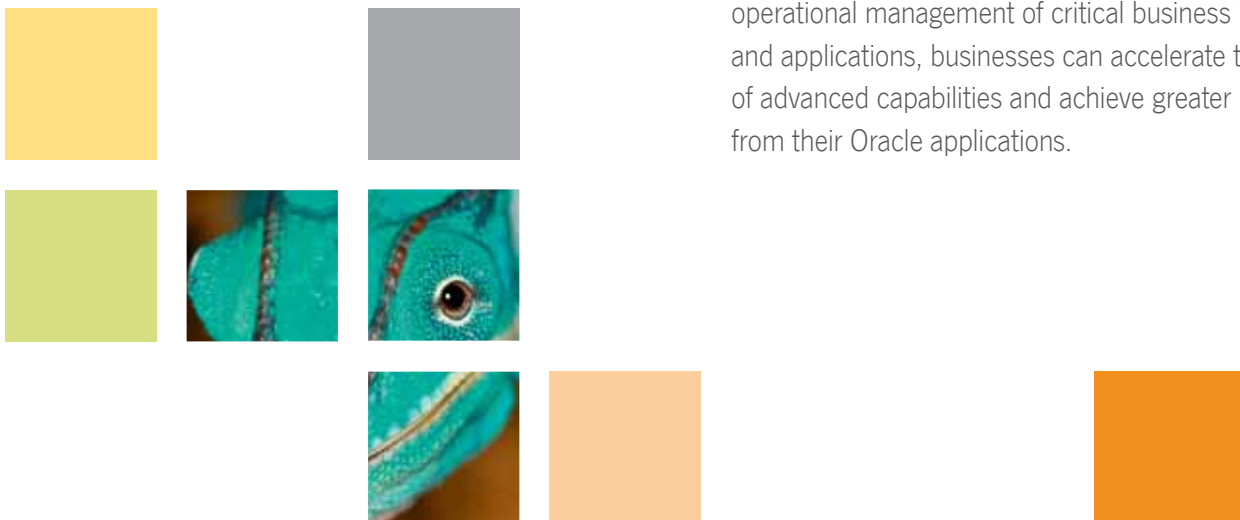
## Oracle Managed Service

### IT Agility in a constantly changing world

In today's constantly changing world, effectively managing your Oracle business applications requires a clearly defined and co-ordinated plan that extends beyond the deployment of technology.

Significant storage growth and increasingly complex IT environments are placing more demand on Oracle Solutions and the resources needed to manage them. There is significant pressure for enterprises to reduce IT budgets, increase service levels and implement change rapidly whilst maintaining and integrating legacy systems.

Running an Oracle system can be an expensive operation for both large and small organisations. With limited Oracle technical resources, IT managers need to consider the cost of continual training, recruitment and management of staff. With valuable resources focused on the day to day operation of your Oracle systems, it becomes increasingly challenging to exploit new technologies and deliver the associated business benefits whether your organisation is operating Oracle's Peoplesoft, Siebel, E-Business Suite, Business Intelligence or any combination of these products. By taking advantage of Attenda's best practice methodology in the operational management of critical business infrastructure and applications, businesses can accelerate the adoption of advanced capabilities and achieve greater business value from their Oracle applications.



certainty / confidence / agility

**‘Our Oracle Managed Service delivers the highest service levels at a realistic price, providing you with maximum flexibility and agility.’**

## What does this mean for you?

Attenda provides a fully hosted and managed service for your Oracle applications, extending from a remote Database Administration Service to full Application Software as a Service delivery

Your Oracle application is hosted and managed by Attenda in one of our world class data centres.

With Attenda taking on the operational responsibility of your Oracle applications, your in-house resources are free to concentrate on adding value to the business increasing the return on your Oracle investment.

- We provide a business led SLA which is based upon application rather than hardware availability, at a fixed cost with no additional consultancy fees or hidden extras
- We make sure that your Oracle systems are always on – giving you the availability, performance and security that your business requires
- We manage your Oracle environment 24 x 7, using our advanced monitoring and management techniques to continuously check the integrity and performance of the applications
- Our proven expertise in operational delivery enables you to accelerate the pace of development of your Oracle systems, enabling your business to be more agile, whilst reducing the risk of change
- We host your hardware and infrastructure in a secure and highly resilient environment with all of the required security hardware, software and ongoing operational management, including backups and optional disaster recovery solutions
- Our monitoring and management centre is manned 24 x 7 by qualified and accredited technical engineers who act as the day to day operational interface, providing you with exceptional service levels
- We manage every Incident and Problem through to resolution, acting as a single point of contact and responsibility
- We can provide you with regular updates, ongoing system assessment, recommendations for critical Oracle patch updates, essential Oracle PTF's, health checks and security alerts
- We work as your trusted IT service provider, freeing up your time to focus on leveraging the functionality of your business application, to be more agile.

## Managing your Oracle applications for a certain future

Our Oracle Managed Service delivers the highest service levels at a realistic price, providing you with maximum flexibility and agility. Our ITIL based service management practices include stringent and change configuration management procedures to reduce the risk, enhance service deliveries and ensure that your systems comply with regulatory and auditory requirements for security and accessibility of data.

Attenda is committed to operational excellence with leading reputation in the ERP managed services market, providing best of breed capabilities for Oracle application hosting and operational support services, ensuring the performance and availability of the business critical processes that are underpinned by your Oracle E-Business Suite.

Our capability extends to support your Oracle applications throughout their lifecycle, deploying advanced Oracle Real Application Cluster (RAC) environments and oracle Linux Open Source Platforms.

Through our network of Oracle application management partners, we can deliver complete end to end solutions from consultancy through to application implementation, operational management and support services.

## Attenda

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