



Database Services

Companies count on ix-strata to support, maintain and manage their mission critical databases and information infrastructure.

Our support extends globally and manages large databases in high transaction, content, BI, Analytics and real-time "big data" environments. Our off-site support centers manage and tune critical business data for our key customers on a daily basis, for some of them 24x7 around the clock.

Our **Database Maintenance Services** provide for secure, optimal management and increased database performance, availability and reliability.

Additional services range from database design and enhancements to installation, upgrades, backup, restore, performance and capacity management, and include on-demand services such as ad-hoc SQL queries, data extracts for specific purposes, or data integration and ETL.

Client Benefits

Preventive Maintenance is a key element to keeping your company's Application systems, Reporting and Analytics capabilities up and running, and database outages are the most common cause of software failures (*see graph on Page 2*).

The advent of the mobile workforce, demanding access to information anytime and anywhere, coupled with the exploding volume of data put enormous stress on the





Our Tier 1 East Coast Data Center provides our clients with Disaster Recovery, Testing, Remote Access as well as Private Cloud Capabilities

Client benefits (cont'd from Page 1)

existing infrastructure and particularly the resources dedicated to database systems design, operations and maintenance.

With IT departments at best barely growing, and at worst shrinking, they are still faced with rapidly growing demand, resulting in long work hours of their application and database support teams, substantial loss of life-work balance with the associated morale issues and expensive overtime cost for night work of non-exempt employees. As a result, needed preventive maintenance or optimization falls by the wayside, increasing risk for outages and downtime and negatively impacting performance, in turn resulting in user dissatisfaction.

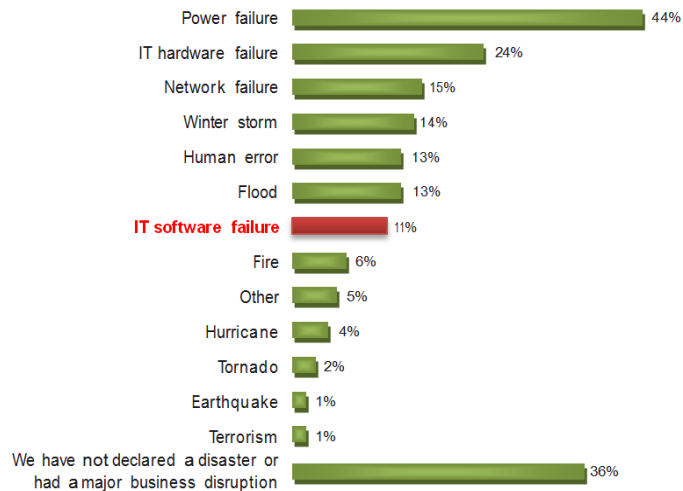
Ix-strata Database Services are designed to not only solve this problem, but in addition apply industry best practices to your database systems and extend the capabilities and capacity of your IT team. We perform the off-hour database maintenance needed to:

- ◆ Optimize your databases and applications;
- ◆ Reduce off-hour work for your staff, improving morale and performance;
- ◆ Save costs by eliminating expensive overtime charges; and
- ◆ Reduce risk of outages to the business, thus increasing user satisfaction.

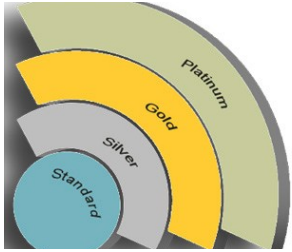
Industries & Clients Served

- ◆ Banking & Financial Services
- ◆ Government & Public Sector
- ◆ Healthcare
- ◆ Insurance
- ◆ Manufacturing
- ◆ Engineering
- ◆ Retail
- ◆ Commercial Real Estate
- ◆ Sports
- ◆ Media & Entertainment
- ◆ Publishing
- ◆ Advertising & Marketing
- ◆ Hi-Tech

“What is the cause(s) of your most significant disaster declaration(s) or major business disruption?”



Base: 200 disaster recovery decision makers and influencers at business globally (multiple responses accepted)
 Source: Forrester/Disaster Recovery Journal November 2010 Global Disaster Recovery Preparedness Online



4 standard choices of service levels make it easy to pick the right level of support

Services Offered

We offer an extensive array of database services. For a more detailed discovery of what level of services and coverage may be right for your organization, please call us.

Database Platforms supported

- Microsoft SQL Server
- Oracle
- Sybase
- MySQL

OS and Configurations supported

- Windows
- Unix
- Linux
- Physical, Virtual and Clustered

Service Level Agreements

We employ state-of-the-art tools and manage to established and documented response, escalation and notification protocols to ensure world class customer service for every ix-strata customer and to deliver SLAs at a level of excellence expected and demanded by the most sophisticated Fortune 500 clients.

Service Levels

Standard: The standard plan is recommended for off-hour and weekend coverage or support for regular maintenance, upgrades, and troubleshooting.

Silver: The silver plan is intended to provide additional coverage during business hours to either supplement in-house resources or cover specific needs.

Gold: This premium service level is designed to take full responsibility for specific functional areas and evolve services to a more mature and higher service level than previously achieved.

Platinum: This top-of-the-line offering is targeted towards true transformation of specific IT functions. This level of service may be needed due to current challenges or based on new evolving needs for which no current in-house capability exists. This level is typically only needed in year 1 of an engagement with us.



With a Global Reach and offices on 3 continents we deliver 24x7 “follow-the-sun” support and services.

	Weekdays		Weekends	Premium +	"Valet" ++
	Off Hours	Business Hours			
Standard	Yes	-	Yes	-	-
Silver	Yes	Yes	Yes	-	-
Gold	Yes	Yes	Yes	Yes	-
Platinum	Yes	Yes	Yes	Yes	Yes

For more Information

To learn more about **ix-strata IT-as-a-Service** solutions and about building a foundational resilience strategy,

please contact us or one of our partners, or visit the following websites:

- ix-strata.com/solutions
- ix-strata.com/products

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