



## JoraPh Managed Services

### for Oracle Based Environments

Treat your data seriously  
24x7 peace of mind  
Realtime database monitoring



## UK OUG

PARTNER OF THE YEAR  
AWARD WINNER 2008/2009

#### 5 Good Reasons for

#### JoraPh Managed Services

- Immediate cost savings.
- Zero employee downtime
- Better performing systems
- Over 200 man years of Senior Oracle experience
- Lower costs, lower risks and rapid results!

Contact JoraPh today for more information on 08700 433877 or email [info@jorph.com](mailto:info@jorph.com)

#### Your Challenges

Ensuring peak performance of your underlying database technology is often complex and always challenging. Having the depth of knowledge in your business to support and maintain your environment on both a reactive and a pro-active basis is equally difficult to achieve.

#### Your Solutions

JoraPh Managed Services is a highly skilled extension to your company's workforce and provides a depth of Oracle based knowledge that you simply cannot employ from the open job market. Our services:

- Are always available
- Don't go to sleep
- Don't go sick
- Don't take holidays
- Offer highly qualified, well trained Consultants who are up to date with the latest Oracle technologies.

Having just one person in your company that could make this claim would be priceless, with JoraPh Managed Services you have access to a pool of these resources for less than a third of the price of a single, average, database administrator per annum.

#### Services to fit all Shapes and Sizes

##### • Small

If you are a small company that cannot afford the depth of skills required to meet the ad-hoc needs to support your database environment then this service is perfect for you!

##### • Medium

If you are a medium sized company with workload peaks that expose the lack of depth in your workforce or you have a shortage of skills when needed at critical times, then this service is perfect for you!

##### • Large

If you are a large organisation with complex IT systems where it is almost impossible to employ and retain the broad skill set required to meet the daily challenges, then this service is perfect for you!

For any IT organisation wanting to truly maximise their Oracle technology, with the desire to employ the best technical skills in the market and the vision to deliver a first class service to customers, the JoraPh Managed Service should be top of the list of 'new hires' this year!

#### Service Description

##### Initial Health Check

The managed service from JoraPh begins with the most comprehensive health check on the market today. With some 300 procedures run to determine the state of your Oracle environment we can ensure that from day one we are helping to achieve maximum performance from your systems. Thereafter, every quarter, we run the health check to ensure your systems are meeting the needs of your growing or changing business practises.

##### Daily Monitoring

We are connected remotely to your systems allowing us to continuously monitor and manage the environment on a business hours basis or 24x7. We will set thresholds and alerts so that we are on top of any issues even before you see them yourself. Service level agreements are put in place to ensure effective communication and escalation. We will regularly report the status of your environment and our service to you.

##### General Maintenance, Patching

Backup procedures, patching, licence auditing and capacity planning compliment the service to ensure a fully robust, compliant and capable technology environment supporting your business needs today and growing with you in the future.

##### Expertise On Demand

DBA training, knowledge transfer or mentoring ensures that you understand what's happening in your environment and also helps to highlight the gaps that may exist in your knowledge base. Add to all of this the depth of expertise on call within JoraPh and the result is the most comprehensive and valuable managed service offering on the market today.