

PROFESSIONAL SERVICES

Extended Care DBA Services: Oracle[®]**Oracle Managed Services and Database Administrator (DBA) Support**

Does the idea of a professional, experienced team of Oracle certified professionals managing your database systems around the clock appeal to you? With Savvis extended care services, we offer affordable, reliable Oracle database support provided by our team of Oracle Certified Professionals.

Don't just take our word for it. Since 1998, we have focused on providing the highest levels of service and expertise for our customers — both onsite and remote DBA services. We continue to support mission-critical production Oracle databases ranging from version 8 through 10g on all platforms.

“The Savvis team made me feel like I was their only customer, focusing on my needs and the needs of my company, taking ownership as if they were an extended part of my team.”

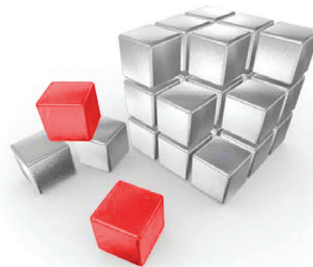
— Savvis Managed Hosting Customer in the Healthcare Industry

Savvis handles proactive maintenance, monitoring, and responding to your database system alerts so that you can focus on what it takes to grow your business. We offer a number of flexible support options so that you can select the most cost-effective plan for you based on your particular needs for Oracle database support — from part-time DBA work to full-time support on special projects that occasionally arise.

Our database experts have a minimum of 10 years of Oracle experience, and we've been serving our customers since 1998. This experience means that we know how important your Oracle systems are to your success. We'll focus on keeping your systems running smoothly and maintaining ongoing communication with you.

Our Proactive Approach

It takes the right combination of skills, experience, and the proper tools to be proactive and keep Oracle systems running smoothly. The certified Oracle DBAs on our team maintain ongoing communication with you regarding your database operations and goals. Our focus is on doing things right the first time in order to avoid performance issues, data loss, or downtime.

**Key Features**

- Named primary & secondary DBA's assigned to your account
- Daily check-in by experienced DBA; recommendations for database care
- Comprehensive monthly reviews and reports
- 24/7 availability with defined response time
- Proactive database maintenance with constant database monitoring & alert notification
- Onsite & offsite flexibility
- Includes monthly consulting tasks for proactive maintenance, or special projects
- Customized flexible services to meet unique needs
- Backup and overflow support for your DBA team
- Full database administration and outsourcing from part-time DBA support to full-time support for special projects as they arise

In addition to setting your systems up properly and making sure you have the level of availability required along with a tested backup and recovery plan, we feel it's critical to monitor a variety of metrics to make sure your database continues operating smoothly. With our custom-built tools we can track database performance over time and plan ahead for increased capacity needs. For example, if a developer submits new code that taxes your system, we'll know it quickly.

Our methodology helps us proactively assess your database systems and make adjustments to avoid a crisis. If a critical problem does arise, we know about it within minutes. The goal of our service is to keep your systems running smoothly and provide the level of expertise you need to quickly resolve any database problem that may occur.

Our Team Experience

You can trust Savvis with specialized Oracle remote DBA services, part-time DBA support, and onsite database support for your mission-critical Oracle systems. Since 1998, we have been providing Oracle database consulting in Solaris, HP-UX, Linux, AIX, and Windows environments.

- Oracle-certified professionals with an average of 10 years of DBA experience
- We support a wide range of companies from airlines, conglomerates, leading banks to mortgage companies, to small internet companies, and we are happy to provide references

Getting Started is Easy

After choosing Savvis to provide your Extended Care DBA services, we promptly assign two team members to be your primary and secondary DBAs. Savvis DBAs follow a few easy steps get you set up quickly, the services you choose.

Other Services

Expertise for one-time & consultative projects, including:

- Data Modeling
- Design of database structures
- Creating database models
Reverse engineering of existing database
- Database Reporting
- HA and Oracle RAC Design
- Migrations
- Upgrade
- Replication
- Database backup & recovery solutions
- Database Refreshes
- Database Cloning
- Oracle Grid Control

Key Benefits

- Oracle specialists managing Oracle systems for highest level of Oracle database support
- DBAs integrated into all other Savvis operations as added benefit for Savvis Managed Hosting customers
- Minimized database downtime
- Increased database performance
- Access to Oracle specialists when you need it
- Cost-effective & flexible extension of your technical team
- Customized services for your special projects
- Better protects your end users



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About Savvis

Savvis, Inc. (NASDAQ:SVVS) is an outsourcing provider of managed computing and network infrastructure for IT applications. By outsourcing to Savvis, enterprises can focus on their core business while Savvis ensures the quality of their IT infrastructure. Leading IT organizations around the world have selected Savvis to help them improve their service levels, reduce capital expense and deal with the rising costs of bandwidth, energy, real estate, staff and expertise. As a pioneer in utility computing, Savvis understands and harnesses the latest advances in technology like virtualization, cloud computing and support process automation.

**For more information
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