



Save £££ and improve performance with Oracle Support and Managed Services



Reduce the risk of costly unplanned downtime



Increase the query power and speed of database systems



Monitor systems 24x7 with Real-time analysis software



Significantly reduce the overall running cost of Oracle

IT Managers...Increase return on Oracle investments

Now, more than ever, IT Managers throughout the UK are recognising the importance of unlocking Oracle's potential to significantly improve business operations and reduce overall IT expenditure.

Many must achieve this whilst dealing with demands to streamline costs and maintaining or even improving the function of growing database systems.

Xynomix' Support and Managed Services for Oracle systems can help IT Managers to achieve the largest possible return on Oracle investments without the need to engage extra in-house DBA resource.

Xynomix...

...take on a strategic role within organisations operating mission-critical Oracle systems, acting as an ever-present database management and instant support function.

We become an active part of clients' IT management teams and work to required SLAs to increase business efficiency and decrease the overall management costs associated with running Oracle.

Reduce Costs

A typical support contract can be delivered at a third of the cost of employing just one extra DBA, not to mention the costs saved by the virtual elimination of database outages.

We have produced an overview of the true cost of employing just one extra database administrator to assist in the delivery of reduced downtime and stable overall system function [page 3].



Key features of Xynomix' Support and Managed Services for Oracle:



Why not take a look at our support options?

Each support solution is tailored to client-specific requirements, so you only pay for what you require and receive a service shaped specifically around your systems.

Contact us to see how your organisation can benefit from highly available systems and reduced costs with an Oracle support contract from true Oracle experts:

<http://www.xynomix.com>





The cost of an in-house Oracle or Microsoft SQL Server Database Administrator:

Recruitment and Salary	Cost
Salary of experienced Oracle/SQL DBA	£45000 ¹
Recruitment Fee	£7500 ²
Class 1 National Insurance Contributions	£5027.84
Relevant Typical Benefits	
Pension [5%]	£2250
Employee Specific Costs	
Desktop Software and Licences	£1200
Training and Personal Development	£4000
Workstation [Desktop Computer and Furniture]	£2041 ³
Apportionment of Cost of Business	
Share of Overheads	£1000
Consumables	£100
Total	£70618.84

The chart above does not take in to account other associated administration overheads such as HR or healthcare, and does not include the cost of 'unproductive' time such as holidays, maternity leave, sick days and training to the business.

Other Costs

- **Major database outages** – Downtime of critical systems can cost companies anywhere between hundreds, to hundreds of thousands of pounds. This risk can be virtually eliminated with a Xynomix support contract.
- **Reactive external Support and Consultancy** – Drafting in reactive external support for break-fix solutions is a costly approach to database management. A Xynomix support contract would prevent breakages in the first instance. Should an unexpected issue occur, fixes are undertaken immediately at no extra charge. You will never be met with unexpected costs that have not been budgeted for.
- **Poor database function** – Quite simply, a more productive database will improve overall business operations and revenue. The primary goal of a Xynomix support contract is to achieve optimum database performance in terms of speed and stability.

¹ <http://www.salarytrack.co.uk/average-Oracle-DBA-salary.html>

² Estimated minimum

³ Estimated average



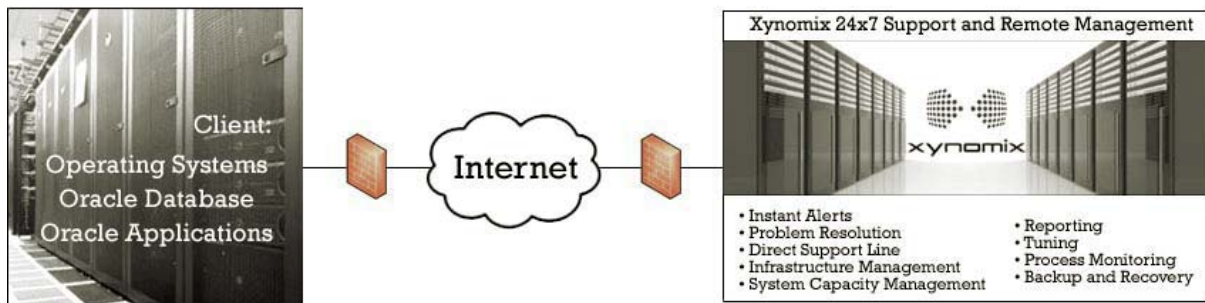
Xynomix Services

We engage with Oracle-powered IT infrastructures in any way imaginable, providing support for systems and DBAs alike.

How are Full Support and Managed Services delivered?

Xynomix Fully Managed Services utilise remote monitoring and management technologies to achieve exceptional database performance and reliability for critical Oracle systems.

The remote database administration model is deliverable over a guaranteed secure Virtual Private Network [VPN] and is as safe and effective as an on-site DBA connecting to perform administration from inside your building.



It is vital that Fully Managed Service providers can achieve the required service levels set by clients to help them achieve Oracle and wider IT goals well within budget.

Xynomix utilise proven methodologies to deliver the necessary database functionality and running cost reductions.











Fully Managed Services Summary

More conventional methods of monitoring and managing mission-critical Oracle database systems are proving ever more costly and do not offer the flexibility of resource allocation that IT Directors and Managers require.

The employment of internal database administrators can eat up IT budget through sizable salaries, Sickness, Holiday cover, Recruitment and Training.

Remote Fully Managed Services offer a solution for organisations looking to *reduce* Oracle operational costs whilst at the same time *improving* performance.

Benefits of Fully Managed Services for Oracle include:

-  Virtually eliminated risk of unplanned downtime.
-  Reduced operational costs.
-  Reduced staffing or employment costs/issues.
-  Increased performance of database *and* entire Oracle technology stack.
-  Access to an array of Oracle technology skills.
-  Increased business productivity and profits.



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How is Second-Line Support Delivered?

- **Contractually** - If your DBA team is fairly small, or your systems are critical, a support contract can be put in place that gives you access to a dedicated DBA at times specified by you. Response is almost always immediate, and your contract *guarantees* a response within 30 minutes.
- **When Required** - You can call Xynomix' Oracle Support desk at any time during normal working hours and one of our highly qualified DBAs will be scheduled to assist you until the problem is resolved.
- **By Telephone** - Contracted Second-Line Support Clients are given a direct, standard-rate telephone number to Xynomix' Oracle Support desk during office hours, which is redirected to a senior DBA for out of hours technical support.
- **Remotely** - Xynomix DBAs can access your system remotely to deal with more complex problems or to actively assist with Installations, Migrations, Tuning, Upgrades and Patching.



Please do not hesitate to get in touch. We will be happy to discuss your requirements and provide you with a support contract quote.



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