

## Managed Services

### Managed Services Features

Feature	Description
Installation and Configuration	Installation and configuration of all applicable tiers.
Oracle Database	Full administration and monitoring
Database RAC Administration	Full administration and monitoring
Oracle Data Guard Administration	Full administration and monitoring
Patch Management	Patching of Oracle software.
Availability Monitoring	Proactive detect and correct includes production, development and test environments.
Backup and Recovery	Setup and maintain Oracle backups.
Performance and Resource Utilization	Monitoring of performance and resource utilization.
Licensing Advice	Licensing options and coverage.

### Oracle Database Administration Managed Services

Tap the deep knowledge and expertise of SageLogix for your environments with our Managed Services. Our expert DBAs can augment and mentor your staff, or completely assume the day-to-day management of your environment. Our DBAs have years of experience implementing, managing, upgrading, and migrating database server solutions utilizing Oracle's advanced features.

### Oracle E-Business Suite Administration Managed Services

SageLogix Managed Services offers the expertise to manage the most elaborate E-Business environments. Whether you have a single module or the entire suite, SageLogix has the know-how to efficiently manage every aspect of your E-Business environment.

### Oracle Application Server Administration Managed Services

SageLogix Managed Services can simplify the management of your Application Server environment. Our expertise in Single Sign-On (SSO), Oracle Internet Directory (OID), Configuration Management Lifecycle, and Operational Best Practices will maximize your investment in Application Server.

### Advanced Options

- Partitioning
- Data Guard
- Recovery Manager (RMAN)
- Real Application Clusters (RAC)
- Streams / Advanced Replication

### Tuning and Monitoring

Our proactive monitoring solutions are included in the Managed Services package. Coupled with our expertise at resolving unforeseen performance problems, provides a blanket-solution for ensuring the efficiency of your environment. Trend analysis of data allows us to detect and correct unhealthy changes before they affect users.

### Versatility

No two environments are the same, and that is why Managed Services was created with versatility in mind. Whether you need an expert DBA on site full-time, or just access to one for advice, SageLogix can shape a program to match your needs.

### Urgent Response Services

We use a holistic approach to troubleshooting that includes analysis of network, hardware, storage, and all related software -- not just Oracle.

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