

Benefit from Outsourcing Key Elements of your IT System

LET ROLTA-TUSC DELIVER PEACE OF MIND FOR YOUR OPERATIONS

BUSINESS CHALLENGE

Companies today are discovering that finding and hiring experienced Oracle IT professionals is more challenging than ever before. While many new professionals are entering the Oracle discipline, it will be years before they have the experience necessary to support what can be an extremely complex environment.

When a company does find an experienced Oracle professional, the salary demands are typically high and employee retention becomes an issue as most of these professionals desire variety and new challenges. When a company hires a less-experienced professional, retention is no less a concern. That professional may build his or her Oracle knowledge over a period of years and then leave, taking his or her understanding of the company's systems and neglecting to document processes for those left behind. Even ideal Oracle resources take annual leave or need to utilise sick days, leaving a company's systems vulnerable for unpredictable periods of time.

To ensure seamless operations, companies need 24x7x365 monitoring, expert administration, and the ability to immediately respond to events that threaten the availability of their IT environments. With 16 years of managed services experience, Rolta-TUSC provides peace of mind that your systems are protected – all the time.



RELY ON ROLTA



SOLUTION OVERVIEW

Rolta-TUSC provides expert-level support for all Oracle Database, middle-tier, Unix OS, Linux, E-Business Suite, and SQL Server system needs. We maintain and enhance the reliability, stability, and redundancy of clients' IT systems through proactive system monitoring, administration, and proposed modifications following industry best practices and years of field-proven Oracle support experience.

We can also implement the latest technology that best fits your business and technology needs and provide training and mentoring to ensure your staff are up to date with system technologies.

BENEFITS

Along with peace of mind, benefits of Rolta-TUSC Remote DBA Support include:

- **Reliable services**—24x7x365 monitoring and expert administration ensure you receive immediate response to events that threaten the availability of your IT environment.
- **Improved system performance and reduced downtime**—Experienced technicians implement new technology features and perform the latest upgrades, maximising uptime and system performance.
- **Better staffing efficiency**—Eliminate concerns about employee turnover, annual leave, and sick days. Complete your IT projects faster and at a lower cost.
- **Better customer service**—Issues are detected and addressed before they become end user problems.

TESTIMONIALS

“When you’re involved with a major outage, you have to have confidence in the people you’re working with that they’ll identify the source of the problem in a timely manner and implement the solution quickly. TUSC did just that for us and saved us from a technology disaster.”

—IT Manager

“We ask everyday how we can lower the costs of producing our products, whether those costs are hidden in the manufacturing process or in the IT department. TUSC not only saves us money, but also brings transparency and accountability to our IT department by providing a quantifiable and contractual service.”

—CFO

“TUSC Managed Services is the best IT investment I ever made. We couldn’t spend enough to get the experience and expertise that TUSC provides.”

—VP Technology

“TUSC has seen about every kind of database issue and I cannot think of any other way to bring that level of expertise into our organisation. Managed Services is the guardian who never sleeps and makes sure our system is up and well-tuned, 24 hours a day.”

—VP of Information Technology

 **CERTIFIED ADVANTAGE PARTNER**



FOR MORE INFORMATION

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SOLUTION DETAILS

Rolta-TUSC Managed Services covers:

- Database (Oracle, SQL Server)
- Oracle E-Business Suite (technical and functional)
- Middle-tier and Operating System

We utilise a primary assigned technician for each client. This technician works closely with the client contact to better understand the client's business and technical requirements and plans. This allows us to provide true consulting services that meet the organisation's goals.

Remote monitoring of the OS, database, Oracle Application Server, and Oracle Applications allows us to collect and provide automated analysis of all Oracle database statistics, on a predetermined schedule or as-needed basis. Statistics are stored in our operational data store and are available via reports on the Rolta-TUSC Internet Client Centre Web Site. This data also feeds our alert notification engine, which provides real-time alerts about current or potential problems.

ABOUT ROLTA

Rolta is a leading provider and developer of Information Technology based services in Geospatial Information Systems (GIS); Engineering and Design Services (EDS); and Enterprise Information and Communications Technology (EICT), which includes software development, advanced security, network management, and Oracle technology and services.

ABOUT TUSC

We provide expert functional and technical solutions in the areas of Oracle E-Business Suite Consulting, Business Intelligence / Data Warehousing, Enterprise Performance Management (includes Oracle Hyperion), Project Management and Implementation Support, Custom Development (includes Fusion Middleware), Oracle DBA and Database Services, Managed Services for Remote DBA and E-Business Suite Support, Oracle Software Licensing, and Oracle Training & Mentoring.