

# Benefit from outsourcing key elements of your IT system

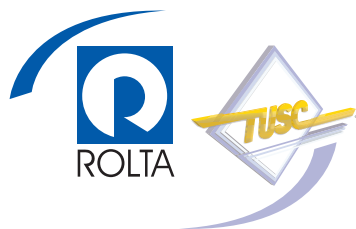
## PEACE OF MIND FOR YOUR OPERATIONS

### 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 vacation or need to utilize 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.



### 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 is up to date on system technologies.

### BENEFITS

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

- **Reliable service**—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, maximizing uptime and system performance.
- **Better staffing efficiency**—Eliminate concerns about employee turnover, vacations, 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. Rolta 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. Rolta TUSC not only saves us money, but also brings transparency and accountability to our IT department by providing a quantifiable and contractual service.”

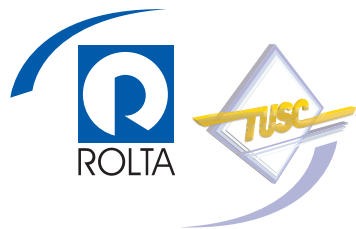
—CFO

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

—VP Technology

“Rolta 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 organization. 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



## FOR MORE INFORMATION

Toll-Free: 800.755.8872

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Email: [ms@tusc.com](mailto:ms@tusc.com)

## SOLUTION DETAILS

Rolta TUSC Managed Services covers:

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

We utilize 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 organization’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 Center Web Site. This data also feeds our alert notification engine, which provides real-time alerts about current or potential problems.

## ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta’s IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world’s most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.