

iomart Hosting's comprehensive Oracle Managed Services builds on our market leading portfolio of managed hosting, data centre and cloud computing services, all backed by our unique 100% business uptime guarantee.

We act as a single point of contact and trusted advisor for all of our client's Oracle and other specialist vendor hosting requirements.

iomart Hosting has the technical capability and consultative expertise to support its customers from initial business idea and conception, through project development, migration, implementation and to final go live. Once implemented, iomart Hosting has the infrastructure and expertise to comprehensively manage and support its clients on a 24 x 7 basis through a range of managed hosting services.

Our experience, knowledge and flexibility, ensures our clients can choose the level of support that best suits their business needs by offering:

- technical innovation to drive down support costs.
- a simplified support infrastructure.
- An increased return on investment.

iomart Hosting seamlessly works in tandem with Oracle's Managed Services and Global Support Divisions through its own dedicated Oracle Managed Services Delivery Manager, who acts a single point of contact for continuity, escalations and account management between the organisations

Together, iomart Hosting and Oracle Consulting provide a complete integrated service, sharing internal reporting and monitoring systems, ensuring that any incident or issue can be examined, investigated and resolved in a minimal timescale.

iomart Hosting's innovative, and collaborative, approach to Oracle Managed Hosting Services is designed to help its clients fully realise the benefits of Oracle quickly, efficiently and cost effectively, whilst improving their IT agility and business responsiveness.



iomart Hosting is one of the UK's leading providers of managed hosting and cloud computing services. From a single server through to private cloud networks, iomart Hosting specialises in the delivery and management of mission-critical hosting services, enabling customers to reduce the costs, complexity and risks associated with maintaining their own web and online applications.

By physically owning and managing its own network infrastructure, including five state-of-the-art data centres in the UK, it offers world-beating levels of service to its customers. The company offers a unique 100% uptime guarantee. 100% uptime is iomart Hosting's mantra, the company lives and breathes it, with all hosting services being engineered to ensure no single point of failure.



## Oracle Managed Hosting

## • Oracle Managed Hosting & Cloud Support Contracts

We provide our clients with flexible Oracle Support Contracts for all their Oracle mission critical processes. We pro-actively maintain, monitor and respond to their Oracle database technologies and applications enabling them to focus on their core business.

Our Oracle Support Service provides a guaranteed level of experience and expertise ideal for businesses that need to adopt and implement new technologies and applications. We reduce database support costs without sacrificing performance or availability, while delivering guaranteed database uptime.

### Key Features:

- Access to qualified Oracle DBAs 24 x 7
- Pro-active & continual monitoring of critical processes
- Maintenance, patching and upgrading
- Cast iron Service Level Agreements
- Issue and fault diagnosis, analysis and intervention

## • Oracle Development Environments at a Fixed Price

Our Development Environments provide installation, hosting and DBA services for maintenance of our client's Oracle Applications or Database Technology products on Oracle owned hardware.

These virtual environments are created on secure servers enabling anytime/anywhere access, including our client's offices, via Virtual Private Network (VPN) links which provide fast and responsive connections to environments

Traditionally, development environments have been delivered using in-house/rented infrastructure and resources and/or costly contractors. We offer a new approach. For a fixed monthly fee, we provide our clients with access to a dedicated team of highly experienced senior principle Level 6 DBAs and infrastructure.

### Key Features:

- Highly cost effective/visible costs
- Fully flexible and Scalable as needs demand
- Access to infrastructure
- Fast project implementation and completion
- Total support 24 x 7

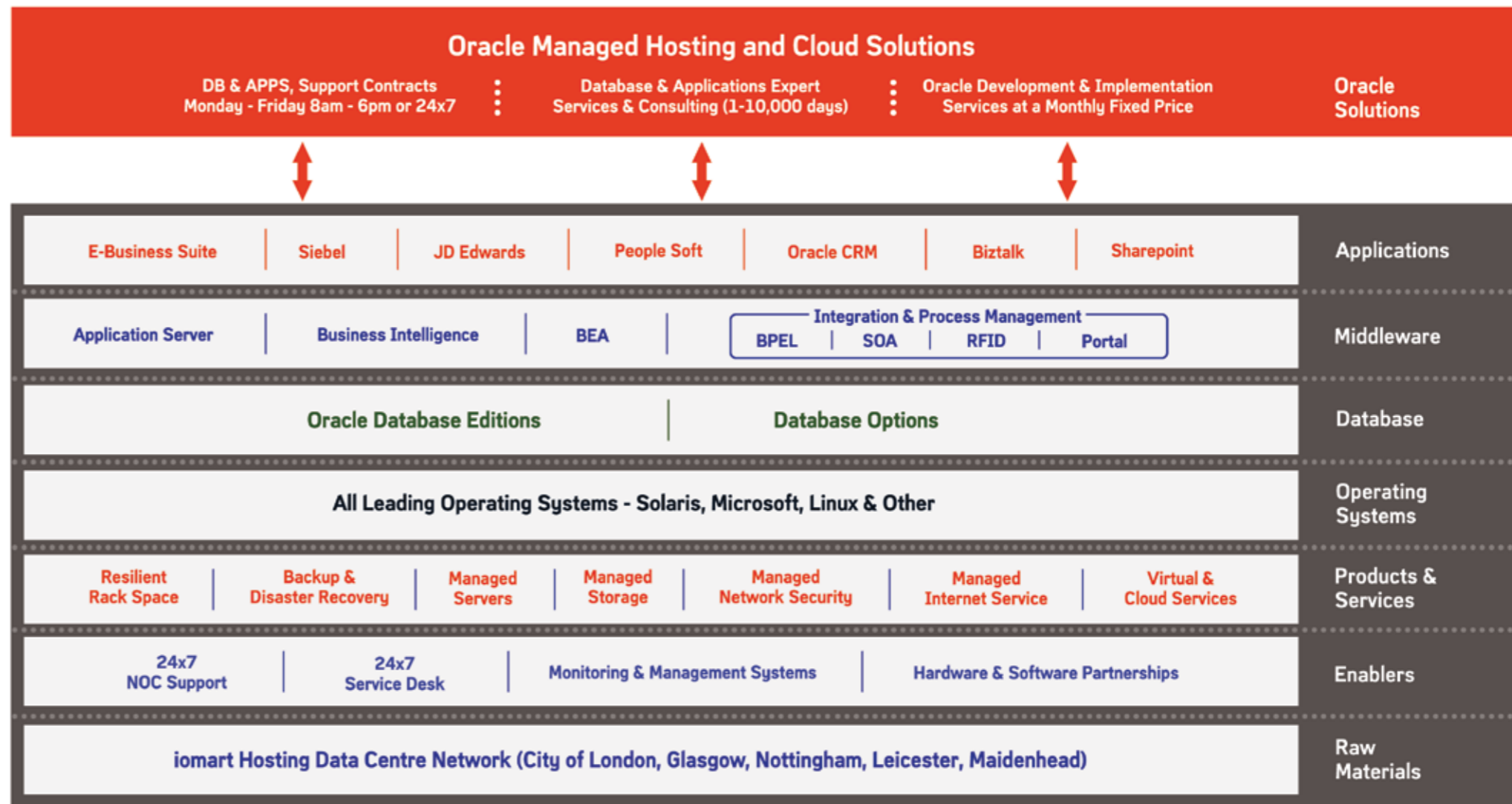
## • Oracle Expert Services & Consulting

We offer our Managed Hosting clients a complete portfolio of Oracle expert services from comprehensive architectural analysis to detailed planning, designed to focus on delivering simplicity, value and speed.

Our Oracle technical and advisory services address a wide range of Oracle systems management tasks such as starting an initial implementation, upgrades through to large scale systems consolidations.

### Key Focus Areas

- Integration & Process Management (SOA, BPEL, RFID, PORTAL)
- Security and Identity Management
- Business Intelligence (BI) and Data Warehousing
- Enterprise Content Management
- Oracle Database Technologies including Middleware
- High Availability, Disaster Recovery and System Management
- Oracle Applications (E-BS, Siebel, JD-Edwards, Peoplesoft etc)
- Oracle Application Server



**iomart Hosting can address the challenges of managing Oracle hosting & cloud environments by offering clients the following:**

- Access to highly skilled resource pool
- Knowledge of a broad product range in real life situations
- SLA driven services based on ITIL standards
- Confidence in TCO and service quality
- Pro-active management and use of best practices
- Our experience and skills of Oracle
- Genuine 24 x 7 support
- 5 UK Enterprise Mission Critical Data Centres

### Benefits

- We deliver business results quickly and effectively
- We provide you with the right resources at the right time and at the right cost
- We reduce project timeframes, costs and risks
- We are totally flexible in our approach
- We bring you the best engineering practices delivered by Oracle experts
- We back up all of our claims with cast iron service level guarantees