

Remote Database Administration

Downtime Is Not An Option

Your databases are the backbone of your business. When your systems are down or suffering, so are your profits. If you're looking for a more efficient, cost-effective, proactive, 24/7 database solution, take a look at our services:

Ongoing Database Support and Maintenance

Our highly trained and experienced technical service personnel are here to support you 24/7. We will provide the support and maintenance you need in your IT mission critical environments.

Ongoing Application Support and Maintenance

We're here to support you 24/7. We will give every special application issue the same urgency and dedication as your database support and maintenance needs. Our technical staff is available and accessible to lend their expertise round the clock.

Database and Application Assessment

We rigorously perform tests and analysis of your software to ensure it is ready to go before kicking it out into critical environments.

Monitoring of Database and Oracle Applications

We can remotely monitor all of your Oracle software solutions including Databases, Applications and Application Servers ensuring your environments are well maintained and keep you informed of your systems activity.

Proactive Performance Tuning and Management

We can only calculate the value of proactive support after an episode of devastating production downtime or performance issues. You can be confident that we will do everything we can to save you time and money using our technical team knowledge and industry best practices. We will investigate, identify and correct any computing problems before they become headaches.

Timely Status Reports

We will keep you informed of the status of your operations while remotely monitoring your Oracle and Applications server environments.

Problem Resolution Support

Our technical resources have the expertise and necessary experience to quickly and efficiently

solve your enterprise technology problems. We will identify, address, and eliminate any problems you might face with your Oracle Database or Oracle Applications as quickly and efficiently as possible.

Continual Database and Application Review

We will continually monitoring your system's processes to keep your Oracle operations running flawlessly.

When you sign on for Four Cornerstone Remote Services, we'll perform a complete remote assessment of your database and Oracle applications. After determining your needs, we'll assign a highly-qualified database expert to actively monitor your systems.

Why Consider Four Cornerstone Remote Services?

Save Money

Salary, benefits, 401K, sick days, vacation days, holidays and training days . . . staffing DBAs can be expensive. Not to mention, DBAs can get pulled to other projects and your most critical could end up in the hands of a less experienced employee. When you contract a Four Cornerstone consultant, you get only what you need . . . database knowledge and expertise.

Industry statistics indicate that the average tenure of a corporate DBA is two years. Don't let turnover drain your IT budget. We can give you a continual high level DBA support without worrying about hiring, training, and saving money in the process.

Why compromise your efficiency and risk losing valuable revenue when Four Cornerstone offers you a cost-effective solution?

Proactive Management

Most databases fail for lack of planning ahead. Internal DBAs often get distracted with other corporate business, but our database experts are solely focused on keeping your systems up and running at peak performance.

We can provide an optimum level of service proactively tuning your databases, backing up your data and anticipating problems before they happen . . . before they hit your bottom line.

Increase Efficiency

Peak performance means peak profits. We can help you optimize your operational efficiency through better maintenance and catching problems before they happen.

Coverage 24/7

Let us worry about finding, retaining and scheduling people to cover your system 24/7. We're equipped to provide a high level of support around the clock. We will handle your databases so you have time to focus on your core business.

Could Four Cornerstone Remote Services Benefit Your Business?

1. Do you know if a database, system or application is about to cause problems and affect availability or reliability?
2. Can you provide fifteen-minute (15 min) response to a problem during office hours and thirty-minute (30 min) response after hours?
3. Do you have administrators involved in the day-to-day maintenance tasks?

4. Are the administrators focused on the strategic needs of your organization?
5. Do you have coverage every day? Do the administrators take vacation, holidays and sick time?
6. Do you have trouble hiring, retaining, training and affording the experienced administrators for your databases and Oracle Applications?
7. Do your administrators stay up with the latest release of your Oracle Applications?
8. Do you have a team of experience database and application administrators monitoring your systems for less than the cost of one qualified database administrator?

Four Cornerstone Remote Services

Whether you need support with your day-to-day IT operations, task-oriented administration, 24/7 On-Call support or staff education/mentoring, Four Cornerstone has On Site and Remote Services offerings to suit your needs.

Level I Support is the best plan for companies that

- o Require fast response time during business hours
- o Need priority access to our Remote Services Support Staff
- o Have multiple, complex and/or sophisticated 24/7 application environments
- o Have contracts with their customers with regards to response and/or product delivery

Level II Support is the best plan for companies that

- o Do not require immediate response to issues
- o Mission critical systems that don't require priority service during non-business core hours
- o Environments are not as complex

Level III Support is the best plan for companies that

- o Have systems are not mission critical
- o Can wait for problem resolution until end of business day or overnight

Level	I	II	III
Response Time-Business Hours	15 minutes	1 hour	3 hours
Response Time-Non-Business Hours	30 minutes	3 hours	6 hours
Number of Supported Environments	Five (5)	Three (3)	One (1)
Reporting*	Weekly	Weekly	Bi-weekly

* This applies to normal reporting only. Emergency reports are done as needed

For more information contact
Sales@FourCornerstone.com
or visit our website
www.fourcornerstone.com.

We also offer these values to help maximize services for your business:

- o Oracle Database and Application Upgrades
- o New Database and Application Installations
- o Complete Enterprise Database Analysis Services
- o Database Performance Tuning
- o Experienced Oracle Consulting Resources
- o Oracle Software Provider
- o Oracle University Partner and Reseller
- o Custom Application Development Solutions