

Database management and support

We're Here for You!



We offer you several options for cooperation, from a simple form of traffic monitoring and possible notification of problems, to full supervision and database management. If you have an existing database, we can advise you on how to increase its performance, security and availability. It's up to you what you choose.



SERVICES

Why the GEM System?

We are a certified Oracle partner. We have long-term experience with management and supervision of operating databases, cluster construction, analysis, development and implementation of customized applications, especially in the segments insurance, banking, sales and energy sectors.

Activities

- Database software installation
- Consultation, design and implementation of new infrastructure, database selection
- Design and maintenance of high availability solutions, including enterprise technologies (RAC, CEO Cluster, Data Guard, Oracle FailSave)
- Database security settings, audit and its evaluation
- Database performance optimization, problem area analysis, change design
- Monitoring trends and new versions of databases, including their analysis, testing, installation
- Database monitoring
- Management of user accounts and their permissions
- Ensuring operational documentation of database systems
- Backup and recovery of databases, creation of recovery scenarios
- Hotline

ORACLE® Gold Partner

Certification

- Oracle Database 11g Certified Associate
- Oracle Database 12c Certified Associate
- Oracle Database 11g Certified Professional
- Oracle Database 12c Certified Professional
- Oracle Database 11g Performance Tuning Expert

THE SERVICES PROVIDED



Selected references



Database management and support

SERVICE	BASIC	STANDARD	ADVANCED	ENTERPRISE
	Testing environment	Low-impact systems	Database for business support with an emphasis on high availability	Critical databases in an online environment - maximum availability
Helpdesk	✓	✓	✓	✓
SLA mode	8×5	8×5	24×7	24×7
SLA feedback	24 h	4 h	2 h	30 min.
Extended DB support		✓	✓	✓
Proactive monitoring		✓	✓	✓
Applying the recommended and security patches		✓	✓	✓
Analysis and problem solving with performance			✓	✓
Regular prophylactic DB inspections			✓	✓
Production DB transfer to the test environment			✓	✓
Regular testing of the backups			✓	✓
Consultancy services and application development support				✓
Support and cooperation in migration, upgrade, etc.				✓
Application incident handling				✓
PRICE PER MONTH* from	CZK 4 990	CZK 15 990	CZK 29 990	CZK 39 390

Prices are only indicative, the final price depends on the specific requirements of the customer. For a non-binding price calculation, please contact our consultants.