

**DATABASES**  
**360°**  
**TOTAL SUPPORT**

**DATABASE ADMINISTRATION**  
**SUPPORT SERVICES**

**AN AGILE IT PARTNER LEVERAGING TECHNOLOGY,  
 TALENT AND TOOLS FOR TODAY'S CHANGING MARKETPLACE**

Amzur Technologies brings to your organization a solid record of customer satisfaction, deep expertise and project-proven capabilities for your most challenging IT projects and staffing requirements. We have worked with organizations of all sizes, from startups to Fortune 500 companies. Our team is committed to delivering innovative, cost-effective and flexible IT solutions for your ever-changing business landscape.

**IT SOLUTIONS**

- Cloud Consulting Services
- Full Custom Application Development & Support Services
- Enhancements and upgrades
- Mobile Application Development
- Managed Services (NOC, DBA)
- Data Analytics
- IT Talent Acquisition

**OUR TECHNOLOGY STACK**

**EXCLUSIVE:** Extended Team Model

**Cloud Services:** NetSuite, Salesforce, Amazon AWS, eCommerce, SaaS, PaaS, IaaS, DaaS

**Custom Applications**

**Web Applications -** Java/J2EE, Microsoft .NET platform, ROR, PHP |

**Mobility -** iOS, Android, Windows Mobile, Blackberry, Oracle ADF Mobile

**Managed Services**

**Database -** Oracle, Microsoft SQL Server, MySQL  
**Network Operations Center (NOC)**

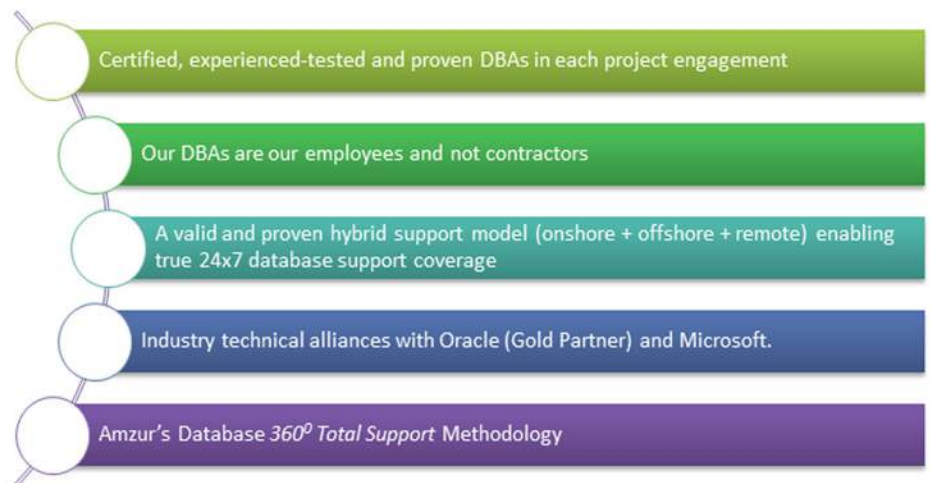
**Talent Acquisition -** MSP/VMS, SOW

**Data Analytics**

**Big Data, BI/ETL/Reporting:** OBIEE, Hyperion, Business Objects, Informatica, SAS, Cognos, SSRS/SSAS/SSIS, Datastage

**LEAVE THE DATABASES TO US, SO YOU CAN GET BACK TO YOUR BUSINESS**  
 Amzur Technologies database support services provide the highest quality support, innovative solutions, and reliable, knowledgeable resources for all budgetary levels. Our record of high customer-rated satisfaction ranks among the highest in the industry.

**The Amzur Difference**



**Our Value Proposition**

**Optimized Cost with High Quality Services**

Our experienced team leverages a best-of-breed approach to deliver a complete range of 24x7 database administration services to meet your onsite, offsite, and offshore needs. Like all our services, Amzur's unique ability to deliver innovative, high quality DBA support solutions at affordable levels has made us an industry leader. Here are just a few aspects that set us apart from the competition:

**Un-Paralleled Industry Experience**

Our DBAs are degreed professionals with additional training and certifications in a wide array of industry specialties and technology platforms. Our senior DBAs have over 13 years of IT and DBA support experience and mission critical support. Our DBAs' technical certifications include Oracle and Microsoft platforms.

**24/7 Experts Availability**

Our DBA professionals are available 24/7, including US holidays, to track, monitor, and manage our client's database environments. Our DBA teams have the experience, skills, and availability to guarantee that your critical applications are taken care of around the clock, and our DBA SWAT teams proactively address any mission/production critical issues.



Premium | Advanced | Standard

ORACLE | Microsoft SQL Server |  
 IBM DB2 | MySQL | PostgreSQL



### DBA Staff Augmentation

When you need extra help managing your database environment, Amzur can provide additional DBA resources that help you stretch your capabilities so you can address your most important issues. We can take on the routine, labor intensive database tasks so that your in-house DBAs can focus on higher value, strategic activities. We guarantee to provide DBA resources within 12 hours of processing your additional staff request.

### Key Benefits Our Customers Receive



### DBA 24x7 Issue Tracking System

For small and mid-size companies that do not have an in-house issue management system Amzur provides access to our 24x7 online ticketing system. We leverage this system on all our support projects to ensure issues are identified and resolved in a timely, efficient manner.

### Customer-centric methodology

Our DBA experts implement project-proven best practices during all stages of our signature Database 360<sup>o</sup> Total Support process. With our relentless focus on your business and technical needs we begin by laying a solid foundation to create a unique, customer-specific solution.

*Working **SMART** to meet your database environment needs, with 99.9% accuracy in meeting the agreed SLAs.*

### Support Delivery Model

**Onsite** - Our DBA experts are available to work at the client location, providing daily visibility and face to face input and feedback with the engagement team.

**Offsite/Near-shore/Remote** - Our branch offices provide an off-site delivery option that features a cost-efficient solution for our customers coupled with a same time zone proximity to the client engagement team.

**Offshore/Remote/Extended Team** - Amzur's India-based offices deliver high quality offshore support with the highest cost efficiencies. And as with all our delivery models, our offshore services leverage Amzur's deep pool of team expertise, industry experience, and world-class project management processes.



Find us on :



An Inc 500 | 5000 Company - 2012, 2013, 2014

An ISO 9001:2008 Certified Company

A GrowFL - Florida Companies to Watch For Company

### OUR KEY DBA SERVICES

- ▶ Database availability
- ▶ Backup and recoverability
- ▶ Issue / problem management
- ▶ Change management
- ▶ Proactive database monitoring
- ▶ Daily / Weekly / Monthly reporting
- ▶ Customer-defined service levels
- ▶ Comprehensive database health check-up
  - CPU Utilization (OS & Database)
  - Memory Utilization (OS & Database)
  - Paging Frequency
  - Backups
  - File System Space Utilization
  - File System I/O Utilization
  - Object Space Utilization
  - Object Fragmentation
  - Error Log Activity
  - SQL Tuning
- ▶ Disaster Recovery Planning / Risk Mitigation
  - Comprehensive review of backup and recovery requirements, necessary hardware/software and internal support capabilities to match desired levels of service
  - Identification of risks and single points of failure
  - Implementation of database backup strategy
  - Complete documentation of all work performed
  - Setup a Disaster Recovery box to minimize data loss.
- ▶ Periodic updates and installations
- ▶ Preliminary database configurations
- ▶ Metrics collection / database growth monitoring
- ▶ 24/7 monitoring of your databases for high probability / high frequency problems
- ▶ Periodic performance analysis and optimization tuning
- ▶ 24-hour emergency support by our Amzur Technologies DBA SWAT Team
- ▶ 100% guaranteed fast response to all production outages, including reporting and resolution of serious alert log messages

### Contact Us

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