

Actian Managed Services

Find Support. Meet SLA's. Drive Business Value.

Today's IT ecosystems consist of products from many vendors. Trying to find a single source of day-to-day operational support that can do justice to all these products can be daunting, if not challenging or impossible.

In-house resources are expensive to recruit, train and maintain. All of business outsource deals offer the world, using a "cookie cutter" approach and deliver in bite-sized snippets that never satisfy.

Actian has you covered.

When it comes to managing your Actian product portfolio there is no better solution than an Actian Managed Service to ensure maximum return on your investment in Actian.

Our Managed Services can be tailored to suit your unique requirements;

Can't find a new DBA to replace a departing resource?

- Our Remote DBA (rDBA) Service offering is designed to dovetail into your existing infrastructure and application support team hierarchies and become your DBA.

Your IT team are capable of day-to-day support, but they need a "safety net" when the unexpected happens.

- Our Premium Service offering is designed to provide that "safety net" for the unexpected. You manage your system day-to-day; we provide named resources that learn the intricacies that system so you can call on us when you need emergency support, advice and guidance, product issue management and regular system health checks.

You have support covered, but how do you monitor your system?

- Our Enterprise Management Service (EMS) can deploy our enhanced Enterprise Management Appliance (EMA) on-site to monitor and alert your team of any issues that occur in your Actian product ecosystem. Stand-alone or

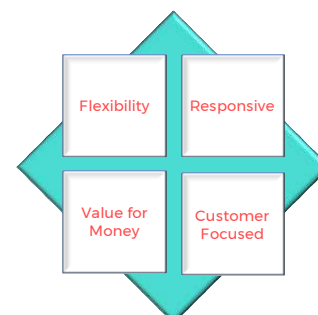
Key Benefits

- Comprehensive service
- Customizable service options
- Proven tools and best practices
- More automation and efficiency,
- Less risk

Managed Services

- Remote DBA
- Operating system management
- Application maintenance & support
- On-site or remote
- Monitoring & alerting
- Automation
- Patches & upgrades
- Planned out of hours activities
- Housekeeping
- 24 x 7
- Support for your IT team

packaged with another Managed Service the EMA is designed from the ground up for monitoring critical systems built on Actian technology.



Need something unique for your Actian product data ecosystem?

- Whether it is an operating system that you can't find support for, a DataConnect data integration no one else will touch or an application written in ABF or OpenROAD, as long as there is an Actian product involved in the equation Actian Managed Services can tailor a solution that keeps your critical business system built on Actian technology running.

Actian is committed to your success. Tell us what you need, and we will work with you to develop a solution that delivers.

How We Deliver Services

Actian Managed Services reflect our commitment to four abiding principles:

- Flexibility in terms of our overall approach to meeting customer needs effectively from day-one for every customer engagement.
- Responsiveness means our team is not only easy to communicate and work with, but we respond to requests and queries in a timely and professional manner.
- Value for Money is what we deliver and how we earn the trust of our customers who value our expertise, agility, quality of service, and fairness in our business dealings.
- Customer Focus is central to every aspect of our service, from technology consulting
- Service quality to responsiveness and fair value. We constantly evaluate our services and pursue new ways to increase customer satisfaction.

About Actian

Actian makes data easy. We deliver cloud, hybrid and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: www.actian.com

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