



Database Administration Shared Services

A flexible, transparent and cost-effective methodology for higher ROI

Oracle Standard DBA and E-Business Suite DBA Services on a Shared Platform

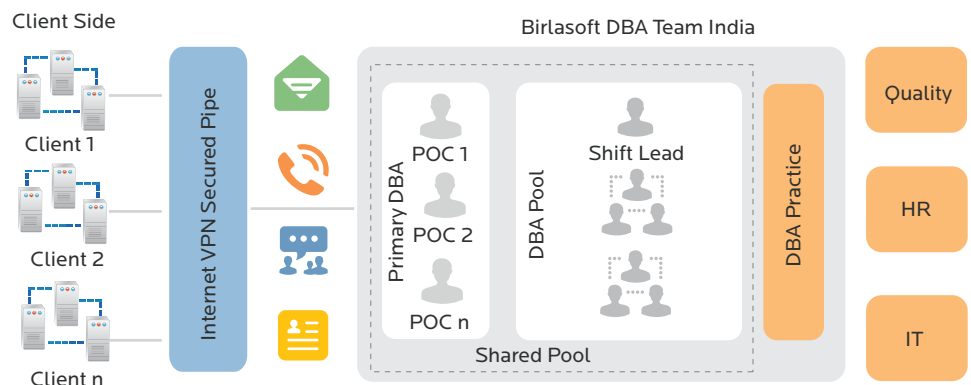
At Birlasoft we believe in doing more with less. We understand that with the dynamic business environment, customers are moving from dedicated database support models to SLA driven, flexible, transparent and cost effective models of database administration and support.

Birlasoft's shared service model assures highest level of performance, security and availability for your business. Our model enables you to leverage the shared pool of skilled resources – Oracle Standard Database Administration (DBA) and E-Business Suite DBA services.

There are scenarios where you require lesser than the dedicated support and there are also situations when you will need support beyond working hours. Birlasoft DBA shared services model customizes the support offering as per your needs, so that you only pay for what you consume. The model is geared towards enabling you to gain the maximum from your Oracle applications.

All Encompassing Shared Services Model – Your 24x7 Helpline

- Backup Management
- Cloning
- End User Support
- Implementation & Rollout Support
- Installation and Configurations
- Monitoring
- Patch management
- Refresh
- Space Management
- SYSADMIN Support
- Ticket Management
- Upgrade/Migration
- User Access Management



Shared Services is the Best BET

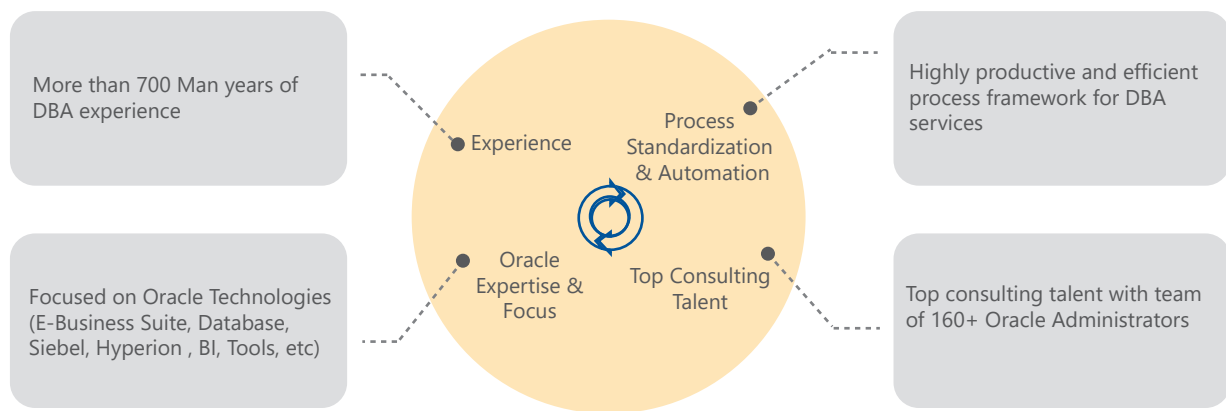
- 20-30% additional cost savings over dedicated offshore support model
- Value for money ensured due to consumption based pricing
- Improved flexibility with multiple service window options
- Rapid scalability as a common pool of resources is available
- Improved Operational Excellence achieved by standardized tools and processes
- Leverage best practices followed by other customers
- Knowledge Retention – elimination of the impact of losing key resources

Optimizing Resources for Seamless Service

- Shared pool of experienced DBAs
- Driven from Offshore
- 24x7 support – multiple service windows available
- SLA based support
- Easy ramp up and ramp down
- ITIL based service delivery

Birlasoft DBA Services

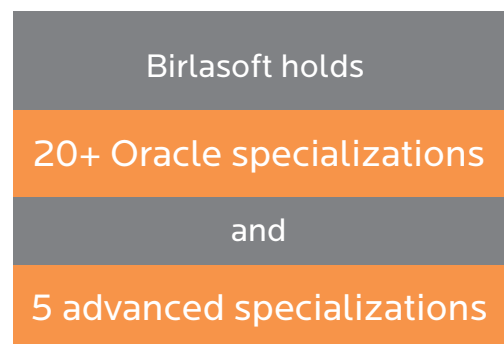
Advanced Specialization in Oracle Database 11g



Birlasoft Oracle Practice provides Oracle and process-based expertise to diverse industries.

More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support



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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.