Baytree Associates is a Premier Provider of Oracle Technology and Oracle Application Consulting. As an Oracle Certified Partner since 1994 as well as a Charter Partner for Oracle's Industry Solutions, continues to provide unparalleled customer value by delivering Oracle software and Oracle consulting services.

For more information visit www.baytree.com.

BAYTREE ASSOCIATES
The Natural Choice for Oracle Solutions™

Baytree's Managed Services

Methodology that takes a holistic approach to the challenge of ongoing business system support efforts.

"Creating a 'Category of One' has not come without tremendous focus and commitment to our clients' goals and objectives. Baytree feels that our experience, dedication and expertise, coupled with 'productized' consulting offerings, providing differentiating benefits to our clients in the form of quick, high quality, low risk solutions."

Greg Lovette, Baytree CEO

Simple. Comprehensive. Flexible.

Many companies must pay for full-time support resources in order to ensure that their systems stay up and running. The amount of work, however, to ensure this stability may not always justify a full-time, in-house resource. Alternatively, some companies have excellent technical resources on staff, but would like additional or supplemental expert assistance to bolster support for certain critical issues.

Designed for enterprise support needs, Baytree offers the complete Managed Services profile for proactive DBA analysis and support. A primary DBA is assigned to each customer to perform DBA tasks as defined by client personnel. In the absence of client technical personnel (or sometimes in addition to client personnel), the Baytree DBA is responsible for all facets of Oracle database administration, identifying and eliminating performance bottlenecks and configuration / availability risks.

Before Managed Services

- Support services performed sporadically leaving business operations at a high risk

- Support services are reactionary not proactive

- Support staff may not be Subject Matter Experts

- Tools may be ill-defined or not automated

- Undefined baseline state does not allow critical threshold monitoring

- Lack of Best Practices model inhibits scalability, causes higher total cost of ownership, provides unknowns for system stakeholders

After Managed Services

- Planned, repetitive support tasks occur

- Proactive support gathers ongoing knowledge for stakeholders

- Support staff can be targeted Subject Matter Experts for areas of key Business operations

- Support Tools can be automated, reducing operating costs and TCO

- Best Practices model provides standards based environment for architecture and maintenance tasks

- Risk is mitigated via known baseline state comparisons to predefined critical thresholds

- Cutting Edge IT environment

The Cycle Model provides a clear understanding of evolving needs from current to desired states of business. Then, a custom approach translating the needs into a strategy and plan are formulated. Execution is predicated on structure, process, and best in class tools and resources – which Baytree brings to support clients.
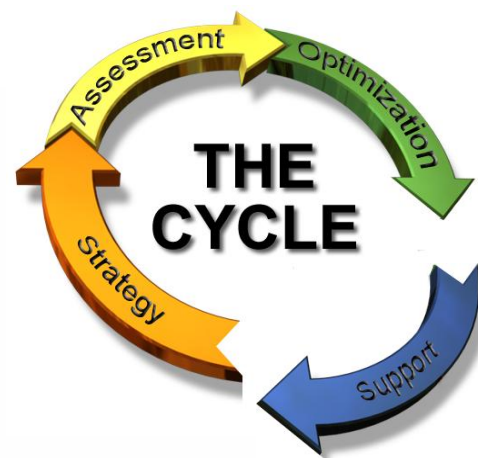
SAMPLE SERVICE PLAN STRUCTURES