

IT Convergence®

EXPERIENCE the power of results

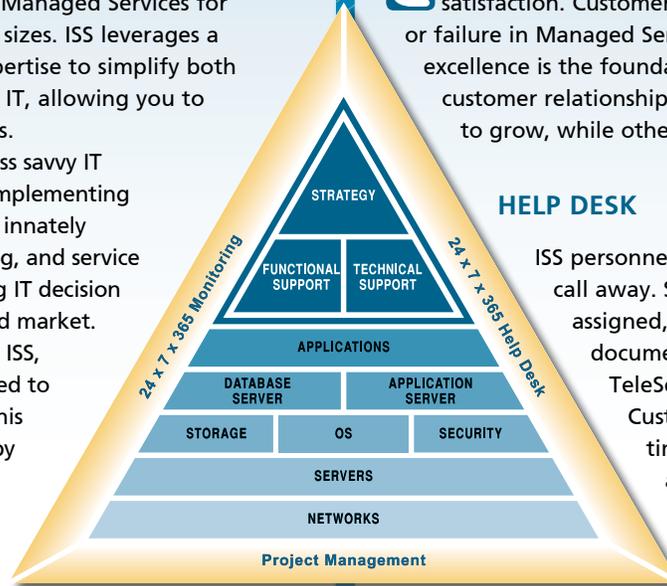


SUPPORT SERVICES

ISS IT CONVERGENCE Support Services

IT Convergence Support Services (ISS) provides reliable, cost-effective Hosting and Managed Services for global organizations of all sizes. ISS leverages a broad range of proven expertise to simplify both the complexity and cost of IT, allowing you to focus on your core business.

ISS is led by veteran, business savvy IT executives experienced in implementing global-scale solutions. They innately understand the cost, staffing, and service level challenges confronting IT decision makers in today's globalized market. Talented professionals staff ISS, and they are 100% dedicated to meeting customer needs. This strength is also reinforced by ISS's ability to apply best practices and experience of experts in our Consulting and Education practices.



Excellence that is the lifeblood of customer satisfaction. Customer satisfaction defines success or failure in Managed Services. This dedication to excellence is the foundation of multiple long-term customer relationships – which have allowed ISS to grow, while others have failed.

HELP DESK

ISS personnel are always only a phone call away. Service requests are quickly assigned, tracked, and thoroughly documented through Oracle TeleService. The iSupport Customer Portal allows real-time monitoring of ISS action and facilitates clear, quick communications while ISS services your environment.

What further differentiates ISS? We are fully dedicated to **Customer CARE – Communication, Access, Responsiveness, and Excellence**. This is not merely a slogan; it is the cornerstone of our service offering.

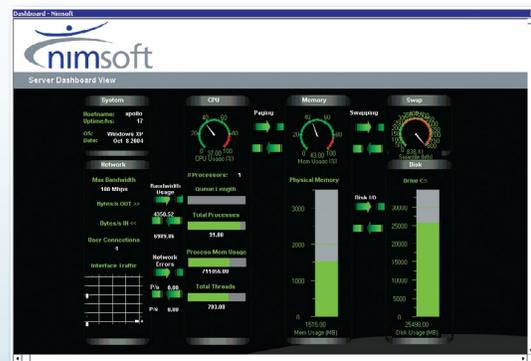
Communication begins with a dedicated ISS Client Partner. You always know who to call when dealing with ISS. This single point of contact is supported by a communications infrastructure which includes an Oracle iSupport Portal, documentation detailing all services performed, and regular weekly status meetings.

Access 24 hours a day, 7 days a week, 365 days a year. By partnering with ISS, your organization has immediate, 24/7 access to technical expertise, new technology, and industry-specific resources.

Responsiveness of a human voice. When you have a problem you can always reach ISS support personnel by phone. More importantly, ISS doesn't simply react; we learn your business to better find ways to proactively improve your IT infrastructure.

24 x 7 x 365 MONITORING AND RESPONSE

Systems architecture reliability and uninterrupted access to data are essential to business success. ISS proactively monitors your systems, responding immediately, before a fault impacts your business. ISS utilizes NimSoft's NimBus® IT Management Platform. NimBus® offers a world class configuration and performance monitoring architecture, providing end-to-end service. A comprehensive dashboard allows a real-time view of your environment. Statistical



performance metrics are captured at customizable intervals and stored, allowing you to report, chart, and compare environment performance over time.

HOSTING

The IT Convergence Data Centers provide predictable Hosting Services and reliable Managed Network Solutions for critical data systems. ISS tailors solutions which house server architectures while providing the connectivity necessary to continuously link people to important data. This service provides a cost-effective solution in a reliable, safe, and secure environment while simplifying IT infrastructure management.

DATA CENTERS' CAPABILITIES

N+2 FACILITY-WIDE REDUNDANCY

FULLY REDUNDANT CONNECTIVITY

IMPENETRABLE SECURITY POLICY

GIGABIT LAN TOPOLOGY

CLIENT RELATIONSHIP MANAGEMENT

ISS Client Partner's subject matter excellence is matched by their business acumen which they use to ensure that your IT infrastructure enables your business mission. Client Partners conduct weekly status meetings, handle issue escalation and resolution, and are accountable for service delivery quality. ISS optimizes the strategic impact of these talented professionals by matching their career experiences to your IT objectives.

DEDICATED, SKILLED STAFF

Skilled, veteran professionals staff ISS, and their collective expertise is both broad and deep. ISS offers you access to Oracle and SQL database administrators,

Oracle applications technical experts, seasoned Oracle middle tier, functional and development support, and server and networking administration. When challenges arise, the Client Partner coordinates your support team and is backed by the wealth of expertise within ISS.

DATABASE ADMINISTRATION

The team of senior-level Oracle, Essbase and SQL database administrators at ISS brings stability and manageability to the often unpredictable world of database management. ISS adapts its role to your requirements, providing day-to-day operational management, 24/7 monitoring and response, expert assistance with new technology, or capable supplemental staffing when peak work requirements demand.

SYSTEM ADMINISTRATION SERVICES

ISS has skilled Unix, Solaris, Linux, and Windows Systems Administrators experienced in supporting complex database and application environments. System Administration team members service the entire technology stack including backup and recovery design, implementation and management, security administration, and storage analysis, all to ensure your system architecture availability.

TECHNICAL / FUNCTIONAL APPLICATION SUPPORT

ISS's functional and technical Oracle Subject Matter Experts cooperate to ensure a coordinated and immediate response to support requests. Subject Matter Experts are assigned to your company based on your application needs. These experts comprehensively document application setup and configuration. When bugs or other software anomalies arise, Subject Matter Experts provide impact analysis and orchestrate corrective actions to minimize downtime and improve availability.

TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:

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