

Services Overview

RDB Concepts is a specialist information technology services provider. Our aim is to enable organisations to be more productive by working with them to improve their IT service levels.

We measure our success through achieving the performance and availability targets of a customer's business critical systems and reducing the cost of managing these systems. We achieve our success by delivering cost effective, best-in-class expertise when and where it's most needed.

Our team of specialists is highly experienced in implementing, supporting and managing advanced software technologies on UNIX and Windows environments.

Infrastructure Monitoring and Management Services

Our **Custodian*24** service is designed for customers who require ongoing monitoring or management of their IT environments:

- ➔ Operating systems, software technologies and hardware devices.
- ➔ 24*7 real-time monitoring all year round.
- ➔ Complementary service delivery options either from our packaged solutions or custom designed.
- ➔ Web enabled monitoring and alerts through the **Custodian*24** portal.
- ➔ Flexible contract durations.
- ➔ Prices dependent on number of systems being supported and service levels required.

Consultancy and Support Services

Services for customers who need to address specific requirements/issues relating to their IT environments on an ad-hoc basis or as part of a custom solution:

- ➔ **Environment Health Checks.** These are used to identify the causes of a specific issue (such as a poorly performing database), or to plan a new implementation. The deliverable is a set of recommendations to enable the client to move forward.
- ➔ **Upgrade/Migration/Patch Planning and Assistance.** These services enable customers to plan and implement upgrades to their technologies or migrations to new technologies.
- ➔ **Performance Tuning.** Used to enable customers to keep their database or applications performing at optimal levels and can be applied on an ad-hoc basis.
- ➔ **Backup & Disaster Recovery Procedures.** Identification and implementation of effective back up and recovery procedures on a standalone basis or as part of a wider Disaster Recovery strategy.
- ➔ **IT Infrastructure Road Maps.** Created to allow customers to plan IT expenditure and ensure IT capital keeps pace with their company's growth and requirements.
- ➔ **Bespoke Training.** Used to provide training for all aspects of a customer's infrastructure environment including Operating System, Databases and the chosen backup solution.
- ➔ **Call Packs.** These incident based support packages enable customers to resolve a number of specific issues (multiples of 5 incidents during a fixed period) using telephone support, remote access and on-site consultancy.

