



## Blue Crystal Solutions Database Administration Product Offerings:

- ▶ Blue Crystal Solutions provides a complete Management Service for your Oracle Systems and Database environment;
- ▶ The support and service requirements will be documented in a Service Level Agreement (SLA);
- ▶ Onsite or Remote Oracle DBA's as required at set hourly rates;
- ▶ 24 \* 7 Database Support for a fixed monthly cost;
- ▶ Databases Supported at fixed price monthly rates with pre-set SLA;
- ▶ We support your databases by Bulk-Billing DBA Time in advance;
- ▶ Oracle 8i, 9i, 10G Database Support;
- ▶ Adhoc Database Consultancy Support services;
- ▶ Oracle Applications Support;
- ▶ We provide Oracle Database Licenses;

## Why Use Blue Crystal Solutions Database Administration Services:

- ▶ We give you peace of mind as we are experienced DBA's;
- ▶ Our 24\*7 database support will provide you with less stress and assurance;
- ▶ We provide one hour guaranteed response time to clients; otherwise first two hours are free;
- ▶ When were on a Service Contact our hourly rate is less;
- ▶ We specialize in Database support and care about your database environments;
- ▶ We are flexible and will do our best to meet your needs;
- ▶ We provide free onsite Monthly Account meetings to discuss your Database environments;
- ▶ Our proactive/pragmatic approach with DB management means that we are one step ahead;
- ▶ We utilize Strict Change management controls for all our database changes;
- ▶ We use proven methodologies to work on your database.
- ▶ We have a team of DBA's, where there are at least 2 or more resources that understand and know your environment; And you will see at least 2 DBA's on site;
- ▶ We are local South Australian Based;
- ▶ Blue Crystal Solutions teach Oracle DBA courses for Oracle Education reseller;
- ▶ Blue Crystal Solutions are actively involved with the Australian Oracle User Groups;
- ▶ As an Oracle Partner we utilise Oracle University to ensure we have up to date skills

For more information on our services please email: [info@bluecrystal.com.au](mailto:info@bluecrystal.com.au), or visit our website [www.bluecrystal.com.au](http://www.bluecrystal.com.au)

Our details are:

### Blue Crystal Solutions Pty Ltd

#### Adelaide Office:

127 Port Road, Queenstown SA 5014

#### Melbourne Office:

1/374 Riversdale Rd, Hawthorn VIC 3123

[www.bluecrystal.com.au](http://www.bluecrystal.com.au)

Phone: 1300 765 008

Direct: +61 8 8341 0080

Facsimile: +61 8 8240 5716

Email: [info@bluecrystal.com.au](mailto:info@bluecrystal.com.au)

