

ORACLE MANAGED SERVICES



PROVIDING COMPREHENSIVE ORACLE HOSTING, MANAGEMENT AND SUPPORT SINCE 1999

As Managed Services experts with broad experience in Oracle E-Business Suite, Database Technology and Fusion Middleware, Vigilant provides our customers with alternatives to traditional systems management approaches that ultimately reduces IT operating costs and improves overall service levels for Oracle-based systems. With options that support Hosted, Software-as-a-Service (SaaS) or traditional internal installations, Vigilant offers a range of Services that facilitates successful deployment, monitoring and administration for virtually any combination of system configurations required. And with guaranteed SLAs, automated monitoring and available 24 x 7 x 365 Technical Support, Vigilant is well-equipped to deliver comprehensive Oracle administration services for even the most complex and mission-critical Oracle-based environments.

VIGILANT'S MANAGED SERVICES OFFERINGS INCLUDE:

Hosted Managed Services

High-speed, reliable and secure hosting via State-of-the-Art DataCenters for any Oracle-based deployment, including:

- E-Business Suite
- OBIEE
- Relational Database
- SOA Suite
- Web, RIA & Portal Applications

Remote Managed Services

Vigilant remotely manages the application and technology infrastructure for internally deployed systems, including:

- E-Business Suite
- Database Technology (Remote DBA)
- OBIEE
- Web, RIA & Portal Applications
- SOA Suite

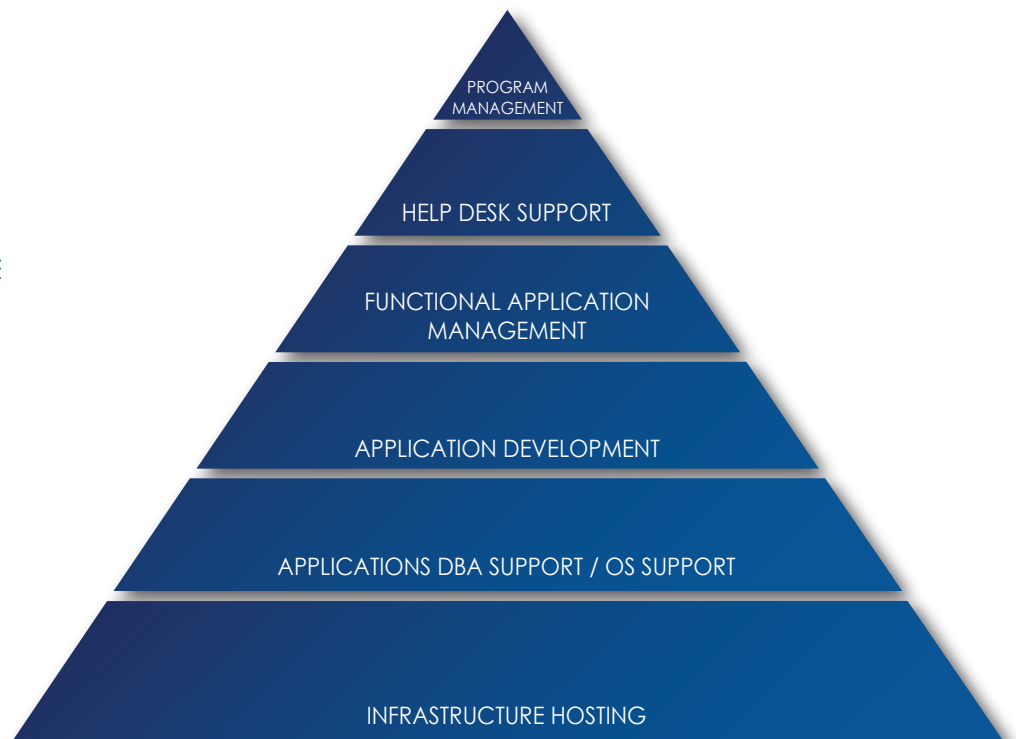
On Demand Supplemental Services

Supporting Oracle On Demand Customers with a variety of specialized Services, including:

- Functional Support
- Implementation Services
- Custom Development

WHY VIGILANT?

- GUARANTEED SERVICE LEVELS
- PROVEN CUSTOMER SUCCESSES
- BREADTH OF SERVICE OPTIONS
- AVAILABLE 24 X 7 X 365 COVERAGE
- CERTIFIED TECHNICAL EXPERTISE
- DEDICATED SUPPORT ENGINEERS
- ADVANCED MONITORING TOOLS
- ON-SITE OR REMOTE SUPPORT
- LOW MONTHLY FIXED COSTS
- IMMEDIATE ROI



HOSTED MANAGED SERVICES

With start-of-the-art facilities and broad technical experience, Vigilant is a complete source for all of your Oracle hosting needs. We host and manage business-critical applications and provide comprehensive implementation, monitoring and administrative services in a wide range of areas, including:

E-BUSINESS SUITE

- Applications DBA, Development & Functional Support

OBIEE, HYPERION & BI APPLICATIONS

- Data Warehouse, Data Marts, ETL and Information Integration

WEB, RICH INTERNET AND PORTAL APPLICATIONS

- J2EE Application Servers, Web Servers, Portal Engines

FUSION MIDDLEWARE

- SOA Suite, Business Process Management, Enterprise Application Integration, Data Services



REMOTE MANAGED SERVICES

Vigilant has been providing Remote Managed Services for Fortune 1000 companies since 1999. Our dedicated team of Oracle professionals has assisted many companies over the years with their Oracle deployments while providing a range of Services including:

E-BUSINESS SUITE

- Applications DBA & Development Support
- Installations & Upgrades
- Functional Expertise: Support & Implementations

OBIEE

- Planning & Design of Data Warehouse
- Development & Administration
- Performance Tuning

DATABASE

- Remote DBA Support
- Performance Tuning
- Upgrade & Installation Assistance

SUPPLEMENTAL SERVICES

Vigilant provides supplemental services to existing Oracle On Demand Customers. Our team of dedicated Oracle professionals are working with existing On Demand Customers in many areas, including:

E-BUSINESS SUITE

- New Module Implementations
- Application Development Assistance

OBIEE

- Installation

STANDARDS AND COMPLIANCE

- Built to ITIL and COBIT Standards-Most Widely Accepted Approach to IT Service Management and Security
- Completion of Federal Financial Institutions Examination Council Audit
- Ongoing ISO 27001 and ISO 27002 Audit Process
- Ongoing SAS70 Type II

DATA CENTER SPECIFICATIONS

- Vigilant Operates Out of Four State-of-the-Art U.S. Data Centers (Michigan, Arizona)
- 20,000 Sq. Foot Facility (Primary Location)
- Energy Efficient Design
- Complete n+1 (redundancy) infrastructure with no single point of failure
- SONET Ring technology for connectivity
- 1250 KVA caterpillar generator with 4000 gallon diesel fuel tank
- Multiple gigabit connections to the internet with multiple carriers



To Learn more about how we can help you,

please contact us at **1-888-209-9424**

or visit **www.vigt.com**

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