Infrastructure at your Service.

- Cost-effective and flexible service contracts
- ISO 20000-certified service management
- Branch-specific standards and expertise
- Guaranteed reaction times

SLA Pharma

dbi FlexService ISO 20000

A dedicated service desk for the pharmaceutical sector

The pharmaceutical sector is subject to strict rules regarding research, development and product manufacturing. The Best Practices introduced by the American FDA (Food and Drug Administration) guarantee consumer safety with international ethical and quality standards. These standards, which include Installation Qualification (IQ), Operational Qualification (OQ) and Performance Qualification (PQ), guarantee registering, reporting and data supervision.

Focusing on these special areas, the dbi services' pharmaceutical service desk is actively involved in the administration of middleware infrastructures (operating systems, databases and application servers) as part of the SLA-contracts. It carries out service management in an efficient and relevant manner. In addition to supporting the middleware database management systems, the pharmaceutical service desk of dbi services supports many company processes, such as recording proof through appropriate application of the validation standards for systems and machines, especially, for IQ, OQ and PQ.

"We are familiar with the processes and tools in pharmaceutical companies and guarantee strict compliance with GxP standards."
Pascal Leconte, Pharma SLA Leader

dbi services: Facts and numbers

- Specialized in IT infrastructures
- ISO/IEC 20000 certified
- Customer-oriented team with efficient working methods and tools, technical leadership and significant expertise
- Employees: 50
- Languages: English, German, French

dbi FlexService SLA contracts

The dbi FlexService protects you from unexpected events. ISO 20000-certified, services carried out by ITIL-certified specialists. Flexible choice of service levels (24-hour coverage, high availability, choice of operating systems). Attractive tariffs and complete price transparency with the online SLA calculator.

dbi FlexService +
AVAILABLE EXPERTS

For companies with an internal infrastructure management that would like additional assurance trough a Service Desk.

Reaction time in case of incident: max. 2 hours

dbi FlexService ++
MONITORED INFRASTRUCTURE

Effective monitoring for your databases and middleware. Automatic alert solution that detects incidents, immediate rectification, "proactive" issue management. Support in implementing changes.

Included service time per component: 6 hours
Reaction time in case of incident: max. 1 hour

dbi FlexService +++
FULLY MANAGED INFRASTRUCTURE

Management of your database and middleware infrastructure by a dedicated team of experts. Capacity and change management as well as license management support are included.

Included service time per component: 12 hours
Reaction time in case of incident: max. 30 min.

Tailor-Made SLA
YOUR CUSTOMIZED SOLUTION

Can't find the answer to your needs in any service catalog? Our custom SLA solution, the Tailor-Made service management SLA is your solution.