When the
invisible part of IT
becomes **real**

Service Management Catalog

Agenda

1. dbi presentation
2. Service Management portfolio
3. Service Level Agreements
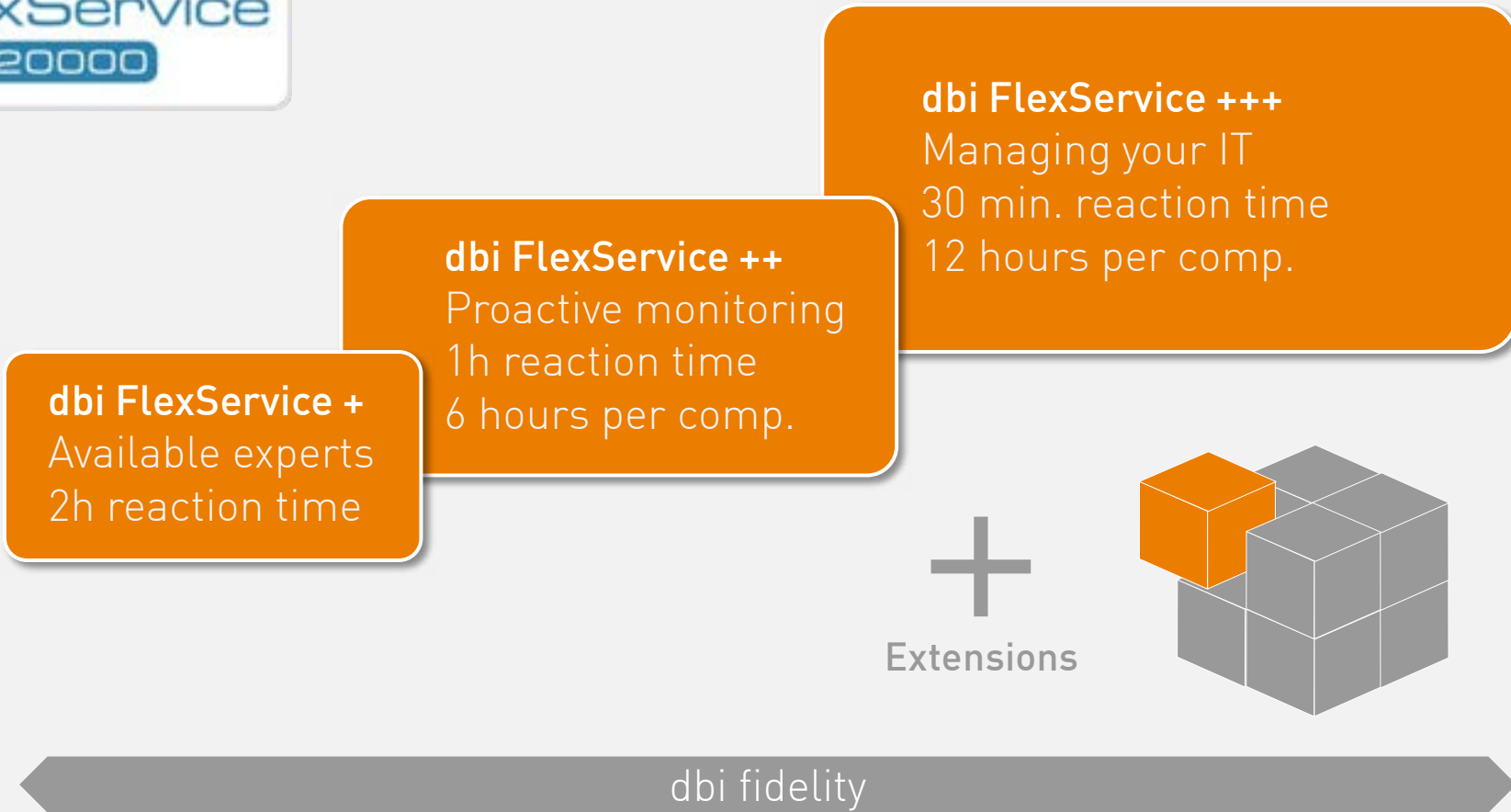4. dbi FlexService extensions
5. dbi FlexService pricing

A **flexible** solution

Service Management portfolio

dbi FlexService – ISO 20000

dbi FlexService +++
Managing your IT
30 min. reaction time
12 hours per comp.

dbi FlexService ++
Proactive monitoring
1h reaction time
6 hours per comp.

dbi FlexService +
Available experts
2h reaction time

+ Extensions

dbi fidelity

Service Management portfolio

dbi FlexService – ISO 20000

ISO 20000 certified product

Get support in your language
> English, German, French

Delivered by experts

Efficient monitoring
> Nagios / Icinga
> Oracle Enterprise Manager
> … Your existing solution

Service Management portfolio

dbi FlexService – Key differentiators

Inshoring
> All based in Switzerland

Adjusted to your needs
> Extension
> Tailor Made SLA available

No additional costs during Non-Business Hours
> Extension 7x24

Competitive Reaction Time

Evolution maintenance as part of Request Fulfillment
> Patching, upgrades, extensions…

dbi FlexService components

dbi FlexService standard & optional components

Services	Flex +	Flex ++	Flex +++
FlexService standard component			
Service Desk access	👍	👍	👍
CMDB Management	👍	👍	👍
Remote access	ℹ️	👍	👍
Embedded monitoring		👍	👍
Event / Incident Management	🕐	🕐	🕐
Problem Management	🕐	🕐	🕐
Request Fulfillment	🕐	🕐	🕐
Capacity Operations	🕐	🕐	👍
Change Management Support		🕐	🕐
Monthly reports	👍	👍	👍
License Management Service			👍
Included service hours	0	6	12

👍 Included services

🕐 Time based invoicing

ℹ️ Optional services

Extensions	Flex +	Flex ++	Flex +++
7x24	✔️	✔️	✔️
Operation System	✔️	✔️	✔️
High Availability	✔️	✔️	✔️
Security	✔️	✔️	✔️
Audit Trails	👍	👍	👍
Security check	🕐	👍	👍
Security Remediation	🕐	🕐	👍

Service Management portfolio

dbi fidelity – Incentive program

Move to a partnership relation

Get support from a known and proven quality level

Get several advantages
> 15% discount on all services
> 1 pack 12H – 12 hours of SLA activities
> Dedicated lounges
> Free access to all dbi DMK packages
> Get involved!

Our Cloud services

Service Management portfolio

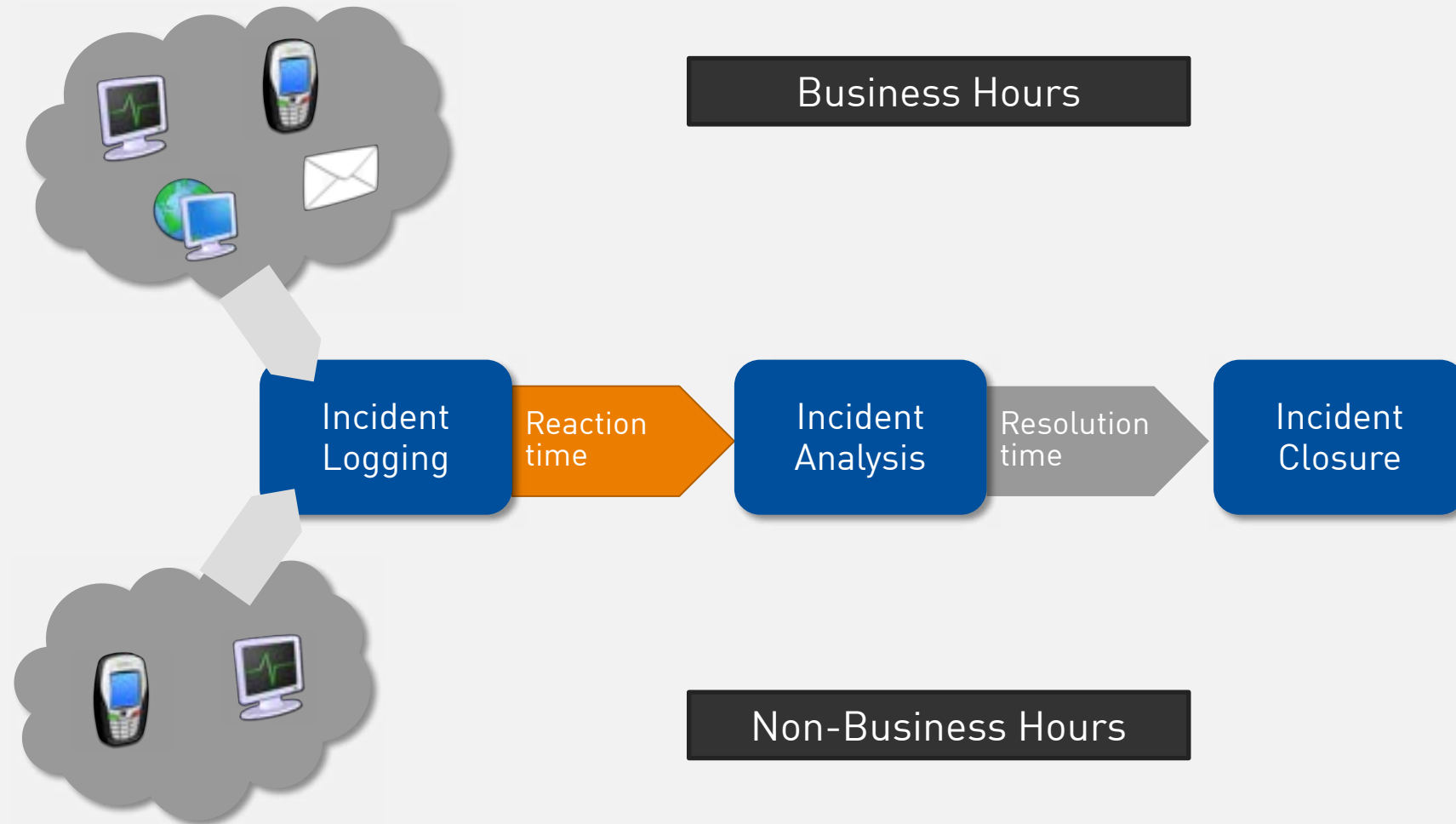## Cloud services

Application		SaaS
Application Server		
Database	PaaS	
Operating System		
Virtualization	IaaS	dbi FlexService
Hardware		

Our engagement

Service Level Agreements

Service Level Agreements
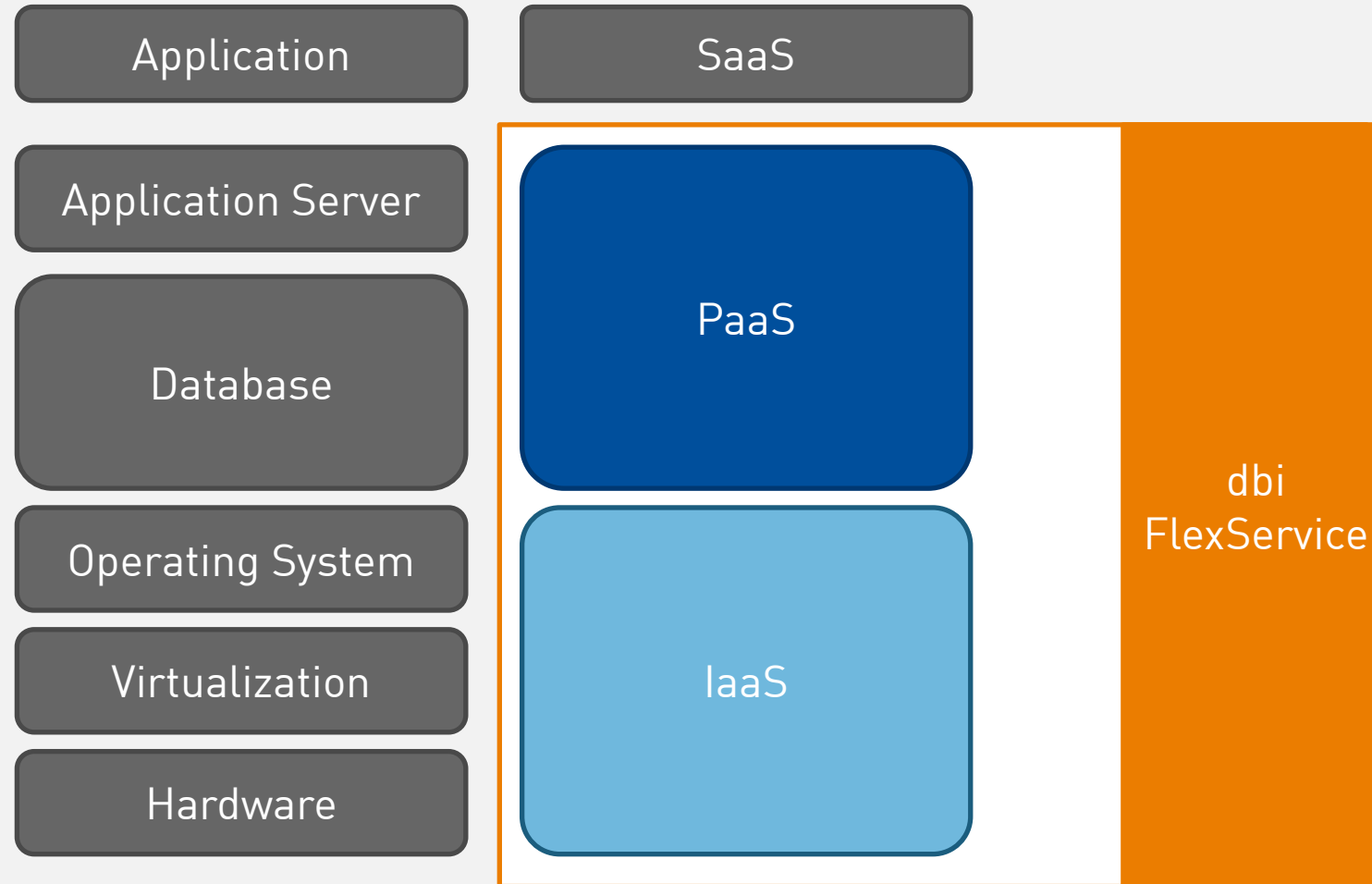
Guaranteed reaction time

	Business Hours (8am – 6pm)		
	dbi FlexService +	dbi FlexService ++	dbi FlexService +++
Critical Business Impact	2 hours	1 hour	30 minutes
Medium Business Impact	4 hours	3 hours	2 hours
Low Business Impact	8 hours	6 hours	4 hours
	Non-Business Hours (6pm – 8am)		
Critical Business Impact	2 hours	1 hour	
Medium Business Impact	4 hours	4 hours	

Service Level Agreements

Guaranteed reaction time

Critical Business Impact	Medium Business Impact	Low Business Impact
High perturbation or blocking issue on a production service. The business can't work any longer • Production database down • Production Content Server down • Production database corrupted • Production Docbroker down	**Production service perturbations or test service blocked** • Max cursors / processes reached on production • Production connection errors • Test database down • Test database loss / corrupted • Test Content Server down	**Incident on production without business impact or test environment perturbations** • Test Content server connection errors • Test database connection issues • Test broken job

Customize
your SLA

dbi FlexService extensions

Support around the clock

Get 7x24 support
> Excluded technologies: Alfresco

Incidents triggered by
> Customer calls
> Monitoring alerts (critical only)

2nd level support

Activities invoiced without extra factor

7x24

dbi FlexService extensions

High Availability

Oracle

- RAC
- Data Guard
- Dbvisit Standby
- Grid Infrastructure
- Other Failover Clusters

MS SQL

- Availability Groups
- Failover Cluster
- Log shipping
- Mirroring
- Replication

Weblogic

- Weblogic Cluster

PostgreSQL

- Streaming replication clusters
- Severalnines ClusterControl

MySQL

- Severalnines ClusterControl
- MySQL replication

Control-M

- Failover Cluster
- Control-M HA

HA

dbi FlexService extensions

Operating System

Get support down to the operating system level

Supported for
> Oracle Linux
> Red Hat
> SUSE
> Windows Server

OS

dbi FlexService extensions

Security

Flex +
> Audit trail management

Flex ++
> Audit trail management
> One security check, including recommendation per year
> Remediation can be implemented by our experts on consulting basis

Flex +++
> Audit trail management
> One security check, including remediation per year

Security

dbi FlexService extensions

Security

Security extension includes	Audit trails	Security Check	Remediation
Flex +	👍	🕐	🕐
Flex ++	👍	👍	🕐
Flex +++	👍	👍	👍

👍 Included services

🕐 Time based invoicing

Security

Please note : Quarterly patches reports are delivered by default in all FlexService contracts, installation of advised patches are not included.

Transparency
is the key

dbi FlexService pricing

Component based and regular discount

Nb Components	dbi FlexService +	dbi FlexService ++	dbi FlexService +++
1	4'900	9'800	14'700
2	9'300	18'600	27'900
3	13'300	26'500	39'800
4	16'800	33'700	50'500
5	20'000	40'100	60'200
Rating rule: 10% discount per additional component			
For more than 10 components, tariffs based on components or ranges (11-20, 21-40, 41- 70)			
dbi fidelity – CHF 5'000			

dbi FlexService pricing

What is a component?

Database	Middleware / Application Server	ECM / DMS / Schedulers
• Oracle: database (DBID)* • MS SQL (instance) • MySQL (instance) • PostgreSQL (instance) * Only CDB for multitenant, except RMAN and Cloud Control repositories	• Weblogic (Managed Server) • Jboss (Server) • TomCat (Server) • Apache (Server)	• Documentum Repository • Alfresco Repository • Control-M Application

See *D-DBI-E-20190924-001-ECM-MW-Component_Definition.pdf* for more details about ECM & MW components

See *D-DBI-E-20200103-001-MSSQL Server-Component_Definition.pdf* for more details about MS SQL components

See *D-DBI-E-20190924-001-CtrlM-Component_Definition.pdf* for more details about Control-M components

dbi FlexService pricing

CMDB Management

Experts availability

Competitive reaction time

Service Hours
> dbi FlexService ++   6 hours per component
> dbi FlexService +++   12 hours per component

Capacity Operation
> dbi FlexService +++
> Capacity configuration and extension on storage elements

dbi FlexService pricing

Included services

License Management Service
> dbi FlexService +++
> Yearly license review
> Professional and detailed reports

dbi FlexService pricing

Activities scope and pricing

Event, incident and problem management

Service Requests
> Information
> Operation
> Project

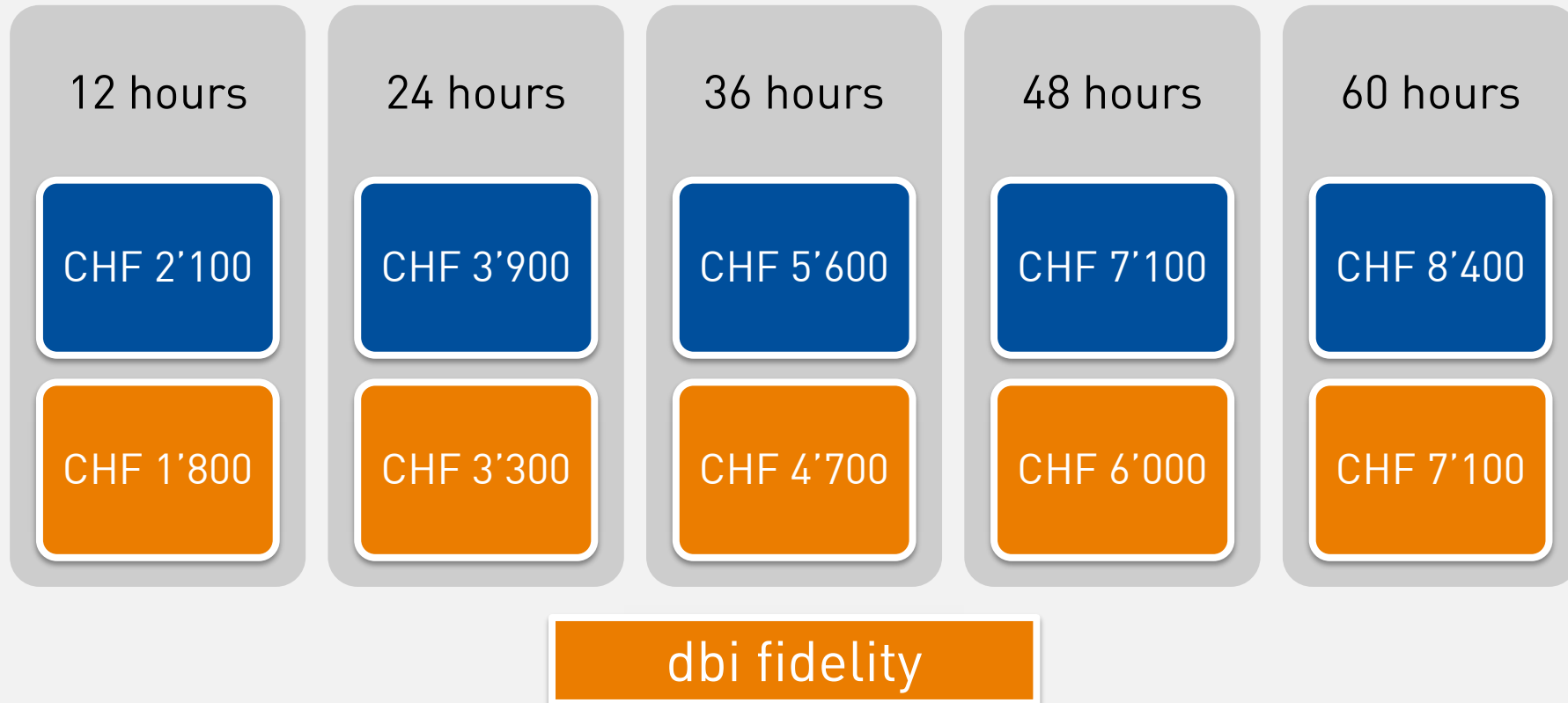**Are taken from available service hours**
> Charged with a quarter hour granularity

In case of all service hours have been used
> Buy additional activity packages
> Hourly scheme – CHF 200 / hours (CHF 170 with dbi fidelity)

dbi FlexService pricing

Activity packages pricing

No hours lost!

Unused hours are reported to next year

12 hours	24 hours	36 hours	48 hours	60 hours
CHF 2'100	CHF 3'900	CHF 5'600	CHF 7'100	CHF 8'400
CHF 1'800	CHF 3'300	CHF 4'700	CHF 6'000	CHF 7'100

dbi fidelity

Any questions?

Please do ask!

Basel
Delémont
Zürich
Bern
Nyon

We would love to boost your IT-Infrastructure