



...experience the commitment™



## Managed Database Services

### BENEFITS

#### Reduce costs

- Avoid the costs of hiring and retaining high-priced DBAs
- Minimize or eliminate training costs

#### Reliability

- Receive regular maintenance & monitoring of your databases
- Tap into a pool of DBA knowledge provided by a team of highly skilled professionals
- Access our 7x24 Call Centre to reach experienced DBAs to help with your database problems

#### Flexibility

- Increase resource coverage as required for large projects, vacation, and sick time

**“30% OF COMPANIES WILL OUTSOURCE THEIR DATABASE OPERATIONS IN THE NEXT FIVE YEARS.”**

– Forrester, 2007

Organizations today demand the highest levels of information availability and data protection to support their applications. Specialized and flexible outsourcing provides quality, tailored systems management, and alleviates the need for costly in-house resources.

CGI's Managed Database Services are a flexible solution that can be used effectively to fit the needs of any organization. Whether you are attempting to lower IT costs through outsourcing, or looking for expertise to help you take advantage of the latest features and functions of your database, we can help. By letting us do the work, you end up lowering your support costs because you're providing resources only as you need them.

### DATABASE MANAGED SERVICES

CGI has an extensive team of DBAs located throughout North America who can deliver database expertise when and where it's needed. Unlike hiring a single DBA or consultant, CGI Managed Database Services provides you access to a senior team with a wide breadth of expertise.

Our industry leading and flexible database service packages provide you with quality database support and assistance. Our 24-hour Call Center is staffed by a knowledgeable team of DBAs working directly with you to address your database concerns.

The managed database services program includes the monitoring of your databases, access to our Call Center via a toll free number and a complete assessment and documentation of your environment.

Our adherence to ISO 9001 management frameworks ensures efficiency, reliability and consistently high-quality service levels.

## DATABASE SERVICES MONITORING AND CALL CENTRE

Our Database Administrators (DBAs) ensure your databases run smoothly by providing remote daily monitoring. Utilizing our client accessible reporting webpage allows you to have real time insight into your IT environment.

CGI's proactive monitoring solutions can run 7x24, 365 days a year, and are designed to detect any potential problems before they occur, which allows you to avoid the high costs that result from downtime.

The team has over 17 years of experience providing database services and we invest heavily in the training and certification of our DBAs to ensure you have access to the best resources available.

In addition, the Call Centre is staffed by experienced DBAs who are ready and available to personally answer your phone calls up to 24 hours a day through a convenient toll free number.

On those occasions when you require extra resources for project work or to help ease load during busy periods, we can supplement your staff as our DBAs have years of industry experience and cross knowledge in all areas of database support, with the right skill sets to assist for the amount of time that you need them.

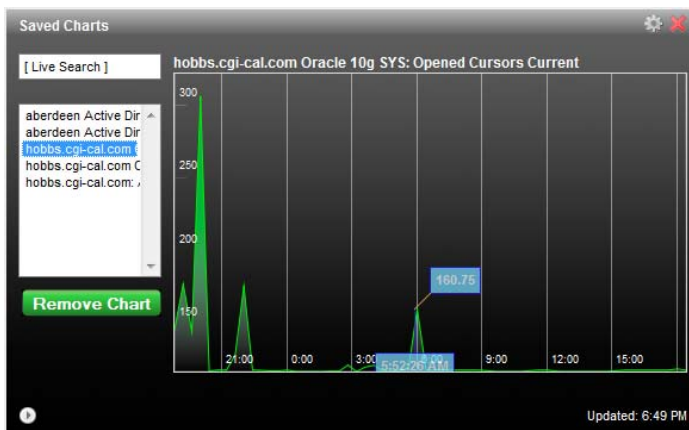
We also provide a vast array of managed services including performance tuning, backup & recovery solutions, security methodology, capacity planning, database upgrades and migration services.

CGI offers innovative partnerships that adapt to the evolving business needs of our customers. As a result, our clients have come to rely on CGI Database Services to help them win and grow in today's high stakes environment.

## CORPORATE PROFILE

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India.

Our clients gain the advantage of a knowledgeable, dedicated partner working to develop and implement solutions that address their business and technology challenges.



## CONTACT US

For more information contact us today at [info@cgi.com](mailto:info@cgi.com)