

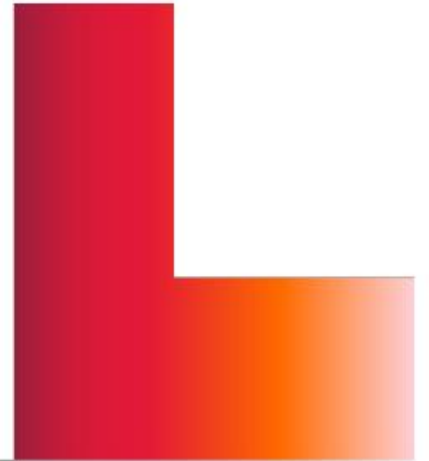
CGI Managed Database Services



CGI has developed a series of 'a la carte service offerings' specifically targeting the design, implementation, maintenance and upkeep of today's complex **Database platforms**. Your needs vary, so we provide the ability to pick and choose offerings complementing your on-prem and/or cloud-based Oracle and/or SQL platforms.

Each service offering has been envisioned and tailored to a meet a specific need. Our goal is to provide a high level of value and maximum impact to complement your Database ecosystem. We apply industry best practices and deep specialized skillsets to provide you with assurances that your data is **accessible**, **optimized** and **secure**.

This is the CGI Advantage!



CGI Managed Database Service Offerings



DB Access



- › **Exclusive DB Service Desk** & subject matter experts
- › **Complements** your existing team
- › Available **5x8** or optional **7x24** service
- › Access to our **DB Advisory Team**

DB Alert



- › **Proactive monitoring** of your database's health
- › **Alerts:** issue identification, notification and escalation
- › **Always-on monitoring** of your company's vital data

DB HealthCheck



- › Current state report on **DB health**
- › Identifies **enhancement & remediation opportunities**
- › Benchmark for ongoing comparison
- › Ensures optimal availability & reliability of your data

DB Tune



- › Deep insight into **DB performance bottlenecks or configuration enhancement**
- › **Actionable remediation** and/or tuning recommendations
- › Ensures **maximum value of your investments**

DB Care



- › Provides major **vendor database upgrade** services
- › Vendor updates and **patch management** services
- › Ensure vendor **compliance** and maximizes supportability







DB Secure



- › **DB security assessment** performed by Cybersecurity experts
- › **Identifies** database threats, vulnerabilities, and exposures
- › Risk-based **mitigation recommendations**



Why CGI Managed Database Services?

	Cost Management	Asset Efficiency	End User Experience	IT Workforce Efficiency	Risk Management
 DB Access	✓		✓	✓	✓
 DB Alert	✓	✓	✓	✓	✓
 DB HealthCheck	✓	✓	✓		✓
 DB Tune	✓	✓	✓		
 DB Care	✓	✓	✓	✓	✓
 DB Secure		✓		✓	✓

Cost Management

Keep costs minimized through efficiencies in people, process and technology.

Asset Efficiency

Ensure needless overconsumption / overpayment of assets and underuse of benefits.

End User Experience

Ensure optimal accessibility and performance of assets to drive positive End User Experience.

IT Workforce Efficiency

Align internal workforce to strategic initiatives and leverage best in class partner in complementary fashion.

Risk Management

Reduce risk of security breaches, accessibility to data, performance affecting end user experience and supportability of assets.

How do we do it? Our People! (sample)

Consultant/Architect	Tenure (Yrs)	Oracle	MSSQL
Senior Technical Advisor	33	★ 5	★ 5
Senior Consultant	30	★ 5	★ 5
Senior Optimization Consultant	30	★ 5	☆ 2
Senior Consultant	28	★ 5	★ 5
Service Delivery Manager	26	★ 5	☆ 3
Senior Consultant	26	★ 5	★ 5
Senior Consultant	25	★ 4	★ 5
Senior Consultant	21	★ 5	☆ 3
Senior Consultant	17	★ 4	★ 4
Senior Consultant	15	☆ 2	★ 5
Senior Consultant	12	★ 5	★ 5
Consultant	10	★ 5	☆ 3
Consultant	10	★ 4	★ 4
Consultant	10	★ 4	☆ 1
Consultant	10	★ 3	★ 3
Consultant	10	★ 4	★ 3
Consultant	6	★ 4	★ 3
Junior Consultant	1	☆ 2	
Junior Consultant	1	☆ 2	☆ 2
Junior Consultant	1	☆ 2	☆ 2
Total	322		

Proficiency Level

Level 5

Resources at this level are highly skilled. They work in strategic management. They are experts in problem-solving, coaching and helping other resources.

Level 4

Experts in their field. They do not need help from other professionals. They generally focus on strategic management and problem-solving in their respective domains

Level 3

Level 3 resources are experts of middle-order. They have the relevant knowledge, skills and experience. Hence they can carry out the activities on their own with average competence. Occasionally, intervention from professionals might be needed.

Level 2

Resources that have basic concepts and skills and also have some practical knowledge. The focus is on acquiring new experiences through mentoring and training.

CGI DB Access



DB Service Desk & Access to the Experts

- › **Access** to our specialized **Database Service Desk Experts**
- › Available for **Business Hours** and optional **After-Hours**
- › Defined Service Level Objectives (SLOs)
- › **Virtual** or **on-site Database Support** during Business Hours
- › Disruptive Database Maintenance Services **outside Business Hours**
- › Documentation to support and maintain the database environment
- › Detailed tracking and documentation of **support requests** and their **resolutions**
- › Access to our **Senior DB Architects** for **Advisory Services**
- › Backup Services
 - › Tracking and validation of backups
 - › Issue identification and remediation

CGI DB Alert



DB Monitoring & Alerting

- › **Business hours** and optional **afterhours monitoring** of databases
- › **Remote database support** triggered by monitoring **alerts**
- › Optional response to **afterhours alert events**
- › Defined Service Level Objectives (SLOs)
- › **Automated escalation** of critical event threshold breaches during business hours
- › Detailed **tracking** and **documentation** of monitoring events and their resolution
- › **Safeguarding** your company's vital data
- › “Eyes on glass” service

CGI DB Tune



Advisory Service

- › Provides **deep insight** into **Database performance** and potential **bottlenecks**
- › Provides **tangible performance metrics** leading to configuration **enhancement** opportunities
- › Leads to specific **actionable remediation** and/or **tuning opportunities**
- › **Maximizes value** and **performance** of your existing investment
- › Ensures performance is optimized for a **positive end-user experience**
- › Review and rewrite **inefficient SQL** code **reducing expensive** CPU and I/O costs

CGI DB HealthCheck



Advisory Service

- › **Current state** report on Database infrastructure **health**
- › Identifies **specific enhancements** or **remediation opportunities**
- › Establishes **benchmark** for ongoing comparison
- › Compares **expected health** to **actual** against **industry best practice**
- › Ensures **optimal performance** to extract **maximum value** from your Database **investment**
- › Provides **objective** insight from our **experienced team**

CGI DB Care



Upgrades & Patch Management

- › Major DB vendor database upgrades
- › Incremental DB vendor updates and patch management services
- › Ensures vendor compliance and maximizes supportability
- › Ensures performance is optimized and value of investment is realized
- › Allows your organization to benefit from feature releases and enhancements as they're made available

CGI DB Secure



Advisory Service

- › Provides a **risk-based assessment** of database contents and connections
- › Provides insight into existing **security controls**, including authentication, encryption, masking
- › Reviews database surface area in relation to **common security threats**
- › Identifies database **vulnerabilities** and potential **sensitive information**
- › Leads to specific **actionable mitigations** and/or **security improvement opportunities**