

# Database & Infrastructure Managed Services

Known as “Trusted Advisors” Experts in RAC,  
Virtualization & Engineered Systems



Oracle Certified GoldenGate Implementation Specialists | Oracle Certified RAC Experts | OEM Cloud Control Monitoring | OEM Cloud Control Management Integration

Do less with more. Viscosity North America can provide you with day-to-day support of your Oracle & SQL Server databases for less than what you can staff yourself. Even the best resources get sick, go on vacation, or move on. For a fraction of a full-time employee's salary, Viscosity can keep your database environment thriving and manage key elements of your systems 24x7. Viscosity's dedicated team of expert DBA's can maintain your infrastructure and improve your quality of service for less.

Utilizing Viscosity's Proactive Expert Managed Services (PEMS) instead of staffing your own DBA's, System Admins, Storage Admins, etc., guarantees consistent high standards and delivery for complete Oracle, SQL Server, and Linux administration and support. Viscosity's DBA expertise can offload tasks that your existing staff may not have the time or experience for, especially beneficial during afterhours or weekend database support.

To ensure seamless operations, Viscosity offers 24x7 monitoring, expert administration, and immediate response to events and potential problems to your IT environment.

## Viscosity's Database Managed Services

- 23x7 Complete Lights-Out Monitoring and Management of Your Database Environment
- On-site and/or Remote 23x7:
  - Production Database & Linux Support
  - Hardware Support
  - ZFS Storage Appliance Support
- Oracle & SQL Server Database Administration/Database as a Service
- Development DBA Services and Support
- Linux Administration Support
- Customized Managed IT Services
- Annual Patch Set Updates (PSUs)
- Capacity Planning
- Performance Management
- DBA Staff Augmentation

*“Viscosity has earned their place as a most valued partner for our IT department.*

*Their professionalism and dedication allowed us to meet our commitments to internal business units, and provide a better performing, better architected system.”*

- Senior Director,  
IT McAfee, Inc.  
(an Intel Company)

Whether you're consolidating onto Oracle Exadata, RAC, EMC, VCE, VMWare or Oracle VM, when you lean on Viscosity, you're partnering with genuine experts and acclaimed authors of industry best practices. Learn more about how you can maintain and maximize your investments at [www.viscosityna.com](http://www.viscosityna.com). For more information, email us at [sales@viscosityna.com](mailto:sales@viscosityna.com).