



## Informix Remote DBA Support Offerings

Remote technical and DBA support from Advanced DataTools helps small, medium, and enterprise installations maximize their IBM Informix database performance and uptime while minimizing costs and overhead. We can help resolve and prevent the worst technical problems you could imagine!

Top experts in the field, Art Kagel and Lester Knutsen manage and support our team of certified IBM Informix consultants. Art and Lester *each* have over 28 years of Informix DBA experience, have received the IIUG Directors Award, and are two-time recipients of the Information Champion award by IBM.

### ***Our team can help save you time and money by assisting with:***

- Emergency/Down Systems
- Trouble Shooting
- Vacation Coverage
- System Maintenance
- Short and/or Long Term Planning
- Upgrades/Migrations
- Passive System Monitoring
- Active System Monitoring
- One-Time Health Check
- Disaster Recovery

### ***Support is provided for every feature of IDS including:***

- High availability data replication
- MACH 11 clusters
- Server grids
- Enterprise data replication
- Performance and SQL tuning
- Instance and operating system tuning
- Application and schema design review

Advanced DataTools' staff of highly experienced and certified IBM Informix consultants are well trained in all levels of database performance and optimization. This allows us to offer our customers support contracts on all versions of Informix on any platform with any operating system. We also support Informix Standard Engine, ISQL, I4GL, and Online 5.



**Advanced DataTools**  
4216 Evergreen Lane  
Suite 136  
Annandale, VA 22003  
(800) 807-6732  
Phone (703) 256-0267  
Fax (703) 256-2660

## Services Provided with Standard, Premium, and Customized Support

Description of Service	Standard	Premium	Customized
On call support during business hours (8:00AM – 5:00 PM EST)	X	X	X
On call support 24 X 7		X	X
Annual Health Check Report	X	X	
Semi-Annual Health Check Report		X	X
Proactive approach to resolving system issues	X	X	X
5 remote service hours per month	X		X
10 remote service hours per month		X	X
Analysis and monitoring of systems, daily diagnosis of stats provided	X	X	X
Analysis and monitoring of systems, hourly diagnosis of stats provided		X	X
Monthly Service Status Report	X	X	X
Advanced System Monitoring			X
Maintenance Window Service			X
Active DBA Service			X
Customized Support Plan			X
Review of Current Environment			X
Review of Current Software Licenses			X
Review of Backup and Recovery			X

### About Advanced DataTools

Advanced DataTools Corporation is dedicated to providing web- and geo-enabled database and data warehouse consulting, design and implementation services, as well as training and tools to support your enterprise system. The company was founded in 1993 by Lester Knutsen, a consultant with more than 20 years of experience in database development, support, training, and project management services.

After years of working with large-scale Department of Defense and civilian agency databases based on FFIS and FFS, Advanced DataTools' staff has a deep knowledge of the nature of data, database structures, and database security, and of how to store data in order to ensure rapid and flexible retrieval, manipulation, and reporting.

Advanced DataTools is also well known for its excellent technical training courses on database development and administration, Unix administration, and SQL. Our training is based on years of real-world consulting experience, and includes public, private, and customized offerings that can be taught at your site or ours.

#### Capabilities

- Building customized web-enabled data warehouses and OLTP applications
- Web/database and web/data warehouse integration
- Development of high volume, high performance financial reporting systems
- Development and performance of live tests and benchmarks of relational database software (Informix, DB2, Oracle, Sybase, and SQL Server)

For more information on Advanced DataTools' Remote DBA Support Services and how we can help your organization, please contact our office at 800-807-6732 x 101, email [info@advanceddatatools.com](mailto:info@advanceddatatools.com), or visit our website at [www.advanceddatatools.com](http://www.advanceddatatools.com).



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