

Managed Services

Reduce Your Total Cost of IT Ownership

If you're looking for Managed Services support, look no further. For more than a decade, customers have relied on BizTech for their tactical and strategic IT initiatives as well as hosting one of their most valuable company assets - their infrastructure. Our track record of successful ERP systems management translates into a wealth of knowledge available for mid-market companies.

BizTech's Managed Services Program is built on a flexible model that offers as much or as little support as you need. We support both BizTech-hosted and customer-hosted hardware. We provide customer-tailored administration plans, dedicated field-experienced professionals and end-to-end database, server and infrastructure management.

BizTech also offers system administration including Operating Systems (OS) level OFA standards, OS event monitoring, file system management; OS access control, password management and disk space capacity planning. Choose the services that you require - when you need them, for as long as you need them. By supplementing your IT staff with BizTech's specialists, you'll experience expert system management and a lower total cost of ownership.

Flexible Options to Meet Your Needs

BizTech's Managed Services provide a variety of options to manage and operate your Oracle Applications and Technology solutions. These services are available stand alone or in conjunction with one another for greater value and system efficiency.

- Installation and maintenance of your Operating Systems and technology stacks
- Change control management
- Ongoing Operating Systems and technology related patching
- Technology or Applications point release upgrade services every two years

About BizTech

BizTech is the leading Oracle Consulting and IT Services firm in the Mid-Atlantic.

For more than a decade we've focused on Oracle applications, technology and consulting services for small, midsize and Fortune 500 companies.

As an Oracle Platinum Partner with over 300 successful implementations, we are committed to Oracle solutions and the service we provide to our clients.

BizTech offers a unique combination of proven industry methods and experienced Oracle experts to lead your organization through changes required to manage, build, and implement business driven solutions.

Contact Us Today!

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- Database Administration including space management, fault management, performance management, database backup and recovery, routine maintenance, database access control, password management, database capacity planning, automated start up/shut down and database refresh
- SAS 70 Type II Compliant
- PCI Compliant

The BizTech Suite of Managed Services

As an organization, you make a significant investment in Oracle applications and technology as the foundation for your future business systems. Critical to your organization is the effective management of these systems. BizTech's Managed Services will help optimize your efficiencies to reach your company's peak performance.

- **Customer-tailored administration plans** designed to provide comprehensive proactive and reactive maintenance and support for the Oracle E-Business Suite environments, Business Intelligence environments, Oracle databases, and supporting servers and infrastructure.
- **Dedicated, field-experienced professionals that know the Oracle products, your business processes, your priorities and your configurations.** BizTech's Managed Services model has been developed to provide the highest level of availability, service, support and satisfaction to our customers. The combination of our understanding of the entire Oracle suite of products and your business allows us to quickly diagnose and resolve system-related problems.
- **End-to-end applications, database, server & infrastructure management by a single dedicated organization** helps to avoid coordination downtime, miscommunication, finger pointing, inefficiency, etc. By subscribing to our managed services, there is one organization you will look to for answers and accountability: BizTech.
- **A standardized methodology for both hardware and applications configurations.** This allows for more efficient setup and management of each managed organization.
- **An extension of your IT and business operations.** The BizTech managed services team works as extended members of your IT and operation teams.

WHY CHOOSE BIZTECH:

Flexible Options:
Onsite or offsite along with innovative solutions.

Broad Coverage:
Complete lifecycle services across the entire Oracle footprint of technology and applications.

Cost Control:
Predictable monthly fees and reduced system and staff costs.

Lower Risk:
Constant system management, compliance, and tight security.

SAS70 Type II Compliant

PCI Compliant

biztech
Software. Hosting. Services.