

Oracle Database Support

Genisys Database Support and Managed Services ensure the highest levels of performance, uptime and security for your business at a fixed annual price – with no hidden costs. Flexible support packages vary from a minimum commitment – where you buy a number of hours to call upon as and when you need them – to fully managed 24 x 7 support with named support staff that you get to know and trust.

Further information on each Support Package is detailed in the below table:

Type of Support	Silver	Gold	Platinum
	Proactive	Proactive	Proactive
Online Support Portal	✓	✓	✓
Hotline Support	✓	✓	✓
Fault Resolution	✓	✓	✓
Technical Health Check	✓	✓	✓
Proactive Monitoring	✓	✓	✓
Named Primary & Secondary DBA	✓	✓	✓
Proactive Maintenance	✓	✓	✓
Critical Restores		✓	✓
Performance Tuning		✓	✓
Backup Management		✓	✓
Critical Incident Patching		✓	✓
Service Reports with Recommendations		✓	✓
Quarterly Patch Management			✓
Out of Hours Maintenance			✓
Disaster Recovery Testing			✓