

TECHNICAL SUPPORT SERVICES



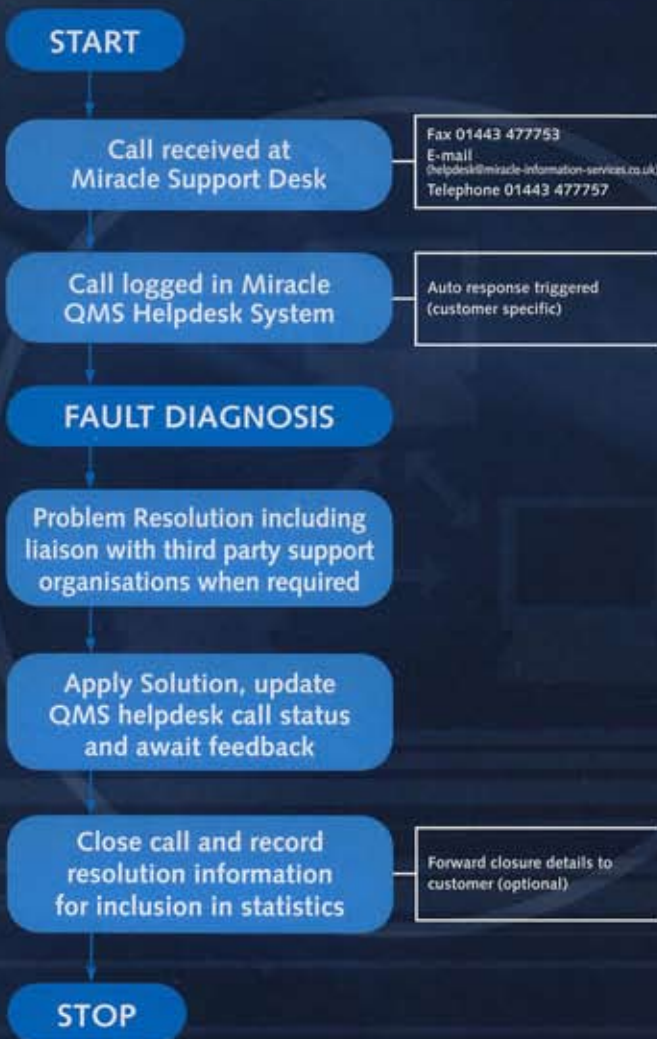
MISSION STATEMENT

"To provide profitable technical support services that always meet with the most stringent requirements of our customers, whilst at the same time providing an enjoyable, caring and challenging work environment where staff can develop and achieve their own goals."

SUPPORT TEAM STRUCTURE

Our helpdesk support centre is based at Mountain Ash, South Wales with extra backing being provided from our satellite support office in Basildon, Essex.

At our HSC (Help Support Centre) all calls are recorded and processed as follows:



TECHNICAL SERVICE LEVEL DETAILS

- Standard Cover: 8.30am - 5.00pm (Weekdays)
- Pager/Mobile Phone Cover: 24 Hrs (Weekdays, Weekends, Public Holidays)
- Fully manned Helpdesk
- Call response and problem resolution targets
- Performance Metrics
- Fully defined SLA's
- Fully automated call logging, visibility and resolution systems

ORACLE SUPPORT:

Typical elements:

- Backup Audit (set-up)
- Backup Recovery
- Table Management
- Table Resizing
- Performance Monitoring and Optimisation
- Desktop Integration
- Statistics Pack and Performance Reporting
- Upgrades

UNIX ADMINISTRATION SUPPORT:

Typical elements:

- Disk Space Management
- Processes Monitor
- CPU Load
- Network Monitoring
- Disaster Recovery
- Backup Audit
- Upgrades
- Statistics Pack and Performance Reporting

UNIX



HEWLETT
PACKARD

ORACLE®

www.miracle-information-services.co.uk

For direct enquiries contact: sales@miracle-information-services.co.uk

TEAM RESPONSIBILITIES/ CAPABILITIES

- Oracle DBA Services
- Unix Administration Services
(ScoUNIX, SunOS, Solaris, HP-UX, Digital UNIX, IRIX, AIX, Linux)
- Windows NT/2000 Administration Services
- HP OpenMail Support
- Glovia Application Software Support
- Advice & Guidance on Hardware Support Contract
- Email Configuration & Administration
- Disaster Recovery liaison and invocation testing
- Security Backup/Recovery
- Internet Access Control, Intranet

MAJOR CUSTOMERS SUPPORTED

Panasonic

Morse
Controls Ltd.
At the
Industrial
Business

Ebac

Arjo Wiggins
fine papers - papiers fins

BEL
BRITISH ENGINES LTD

CALSONIC
Controls International of Europe Limited

R-TEK

L&H

NSK-RHP

Connectors

CASE STUDIES



- Specialist manufacturers of electro-mechanical interconnectors for military and industrial applications
- Part of TT Group
- Based in Abercynon, Mid Glam approximate turnover of £11M and approximately 200 employees
- Support for: Sun Solaris (Unix), All Glovia applications

NSK-RHP (Europe)

- Second largest manufacturer of bearings in the World
- In Europe 8,000 employees and turnover of £450 million
- UK sites supported: Newark, Ferrybridge, Blackburn, Peterlee, Coventry, Stonehouse, Ruddington (EHQ)
- 1,350 users of Unix/Oracle systems in UK
- European sites supported: Poland, Rotterdam
- Unix servers supported:
7 x HP-UX (K100 x 2, K220 x 1, D330 x 2, D380 x 2)
2 x DEC (DEC 800 x 2) 5 x SCO (Viglen x 5)
- Oracle databases supported:
6 (4 x Glovia, 1 x Mistral, 1 x Anti-Dump)
- Glovia applications: All European sites

www.miracle-information-services.co.uk

For direct enquiries contact:

sales@miracle-information-services.co.uk



MIRACLE

A MIRACLE GROUP COMPANY

Head Office: Miracle Information Services Ltd, Cwm Cynon Business Centre
Mountain Ash, Mid Glamorgan CF45 4ER.

Telephone: +44 (0) 1443 477757 Facsimile: +44 (0) 1443 477753



Fully BS EN ISO9001:1994 accredited
via the DTT's TickIT scheme FS28930