

## NCS Consultancy Services

NCS is an Oracle Certified Advantage Partner and database specialist. NCS was one of the first Oracle partners in the UK to have Oracle 10g Certified consultants and leads the field in installations of Real Application Clustering.

If you use Oracle Technology, NCS has all the skills, resources and experience to assist and support you. Our skills are always up-to-date on the very latest versions of the technology but we also know how best to deal with, or migrate earlier technology versions.

All our consultancy services can be provided as a stand-alone service, on a project basis or as a skills top up to Client teams.

### NCS Oracle Services

#### Pre-Sales Consultancy Services

#### Provided by NCS?

Advise on the purchase of Oracle technology and products to meet business objectives

YES

Advise & assist on the most cost effective implementation of Oracle technology and tools

YES

Advise & plan skills training to bring existing teams up to date

YES

Provide proactive advice on the application of new/latest Oracle technology

YES

Scope & plan installation, migration and upgrade of Oracle technology

YES

Scope & plan development projects

YES

Provide advice and recommendations for improved use of existing Oracle assets to meet business objectives

YES

Working in conjunction with Pre-Sales Consultants, NCS provides Oracle Asset Management Services as follows:

#### Oracle Asset Management Services

#### Provided by NCS?

Cost effective advice on new purchases

YES

Effective transfer/migration of existing Oracle assets

YES

Cost effective support renewal advice

YES

Licence health checks

YES

NCS also has a full portfolio of DBA skills and services:

Oracle Database Administration Services	Provided by NCS?
Installation, upgrade & migration	YES
All aspects of database administration & management	YES
Database health checks	YES
Database performance analysis, tuning & diagnostics	YES
Application performance analysis & tuning	YES
Database backup & recovery	YES
Oracle Enterprise Manager	YES
Data import & export	YES
Internet File System	YES
Replication	YES
Database architecture mapping	YES
Data warehousing	YES
Database security	YES
Label security	YES
SQL Loader	YES
Oracle Heterogeneous Services	YES
Partitioning	YES
OLAP	YES
Spatial	YES
Real Application Clustering	YES
Oracle Fail Safe	YES
Veritas Cluster Server	YES
Internet Application Server	YES
Content management	YES
DBA support services	YES
Remote/virtual DBA services	YES

## NCS Development Skills & Capabilities

NCS technical staff are all Oracle Certified Professionals (or Associates). In addition, we have Sun Certified for Java and Sun Certified Linux professionals.

Our development skills and capabilities are available to Clients to use in a variety of ways. We have built substantial Oracle-based bespoke applications for our Financial Services Clients and we have provided specific skills on a 'Virtual Developer' basis to complement Clients' own skills:

NCS Development Skills	Provided by NCS?
Designer	YES
Forms & Reports	YES
Jdeveloper	YES
Discoverer	YES
UML modeling	YES
J2EE coding /Web development	YES
Web services	YES
Business Intelligence services	YES
Rapid Application Development	YES
XML	YES
Wireless & mobile services	YES
Application integration	YES
Portal	YES
Virtual Developer	YES

NCS Programming Language Capabilities	Provided by NCS?
SQL & PL/SQL	YES
XML/UML/SOAP	YES
Java (including: JavaBeans, JSPs, Servlets, GUI construction with swing & JFC)	YES
HTML	YES

## NCS Support Services

NCS offers a range of services to Clients to support the output of our consultancy work. Training and Client skills transfer are either provided as an integral part of a bigger project or can be arranged as stand-alone activities dependent on the Client's need.

Support can be provided to a Client in a number of convenient ways. This support provides the Client with back-up in the event of issues arising with his/her system. Cover can be provided on a full 24 hour basis or for normal business hours:

Service	Overview	Location
Telephone Support	Your questions answered during normal business hours. Service includes advice and 'how to do'. Priced in call-off units or as a fixed-term contract.	Remotely; inbound contact by telephone or e-mail
Virtual Database Administrator Support	Tailored program providing highly experienced Oracle database administrator skills, as an outsourced function. Rapid response during normal business hours.	Normally delivered remotely by direct link to the system but may be delivered on-site as required
24 x 7 Database Support	24 x 7 database support service using the NCS pool of highly experienced DBAs to ensure any issues are dealt with rapidly all day every day	Remotely; inbound contact by telephone or pager
Combined Support Program	An individually tailored program combining Virtual DBA and 24 x 7 Support for a fully comprehensive package	As determined by Client needs

## Additional information

- As a prerequisite to any NCS Support Service offering, NCS requires an Oracle System Audit of the Client database to ensure service can be delivered to meet the Client expectations.
- The minimum contract term for the NCS Combined Support Program is one year.
- Normal Business Hours are Monday–Friday 08:00 - 18:00 UK time. Public holidays are excluded but can be covered by separate arrangement.
- **NCS SUPPORT PROGRAMS DO NOT REPLACE ORACLE SUPPORT, WHICH IS NECESSARY FOR UPGRADES, PATCHES AND FIXES**

## NCS Consultancy Services – Contact Details

If you would like to discuss any aspect of NCS Consultancy Services, or if you would like further details, please contact Nicola Briant via:

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