

Oracle Easy-Support



From \$2000 pm

- Design and Choose Support Plans to suit your needs for Standard/Enterprise edition Oracle DB or EBiz Oracle DB.
 - Technical Support for any other product from Oracle product suite..
 - Remote support - 40 Hrs for \$2000 (ex GST) per month - 12 month contract. Talk to us for other flexible options.
 - Choose your hours of support - outside normal business hours for patches, upgrades, support - anything.
 - Get support from professionals with decades of oracle experience in Apps and other Oracle products.
- ✓ Support for Database 8i/9i/10g/11g/RAC - Ebiz DB / Standard DB
 - ✓ Support for Application Server 10gR1 and 10gR2
 - ✓ Support for Oracle Ebusiness Technology for 11i and R12

Call us on 9894 2864 or email us at sales@kaes.com.au for full details



KAES
TECHNOLOGIES

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www.kaes.com.au

Check List:

Flexible
Designable
Plan to meet
your needs.

Coverage
outside
business hours
to perform
serious work.

Support for
Apps /
Application
Server and
Non-Apps
Oracle DBs

Any Version of
DB and Any
Platform (Unix
to Windows)

24x7 plans.
Just ask us for
more details.

OLTP or
Dwarehouse

Shell
Scripting/PLSql/
Forms/Reports
/java/dotnet



Tel: (02) 9894 2864
email:
sales@kaes.com.au

Quality Services:

We have won repeat business from our clients over and over again. Australian Blue Chips rely on us for technical upkeep of their mission critical databases. We bring the same quality service to small enterprises to business icons of Australia with thousands of employees.

You design your support plan

- Nominate any hours for support during business hours or non-business hours.
- Design your support plan considering the number of supported databases.
- Keep control of your oracle dbs with yourself while you nominate work to be carried out by us.
- Use your precious manpower resource to perform high value activities such as design.
- Use our resources without fear of ever breaking your budgets.
- Use our support outside business hours.
- Flick an email to our systems this will trigger Calls and SMS and a resolution to the call is on its way.
- Our experienced team members understand subtle and not so subtle differences between various oracle DB versions and can make very pertinent recommendations with our health checks.

We are different!

We understand that monitoring and proper upkeep of your systems is critical during normal business hours. We have generous allowance of support hours to cover the business and non-business hours. Of course every business is different and we are flexible to allow you to nominate the critical hours.

Indeed serious work gets done when the database and the system is accessible for maintenance, to a large extent outside business hours. That is why we have "outside business hours" support as standard.

We provide you a new way to support oracle investments at your site. We will help you to deliver better value to your business. What do you think?

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