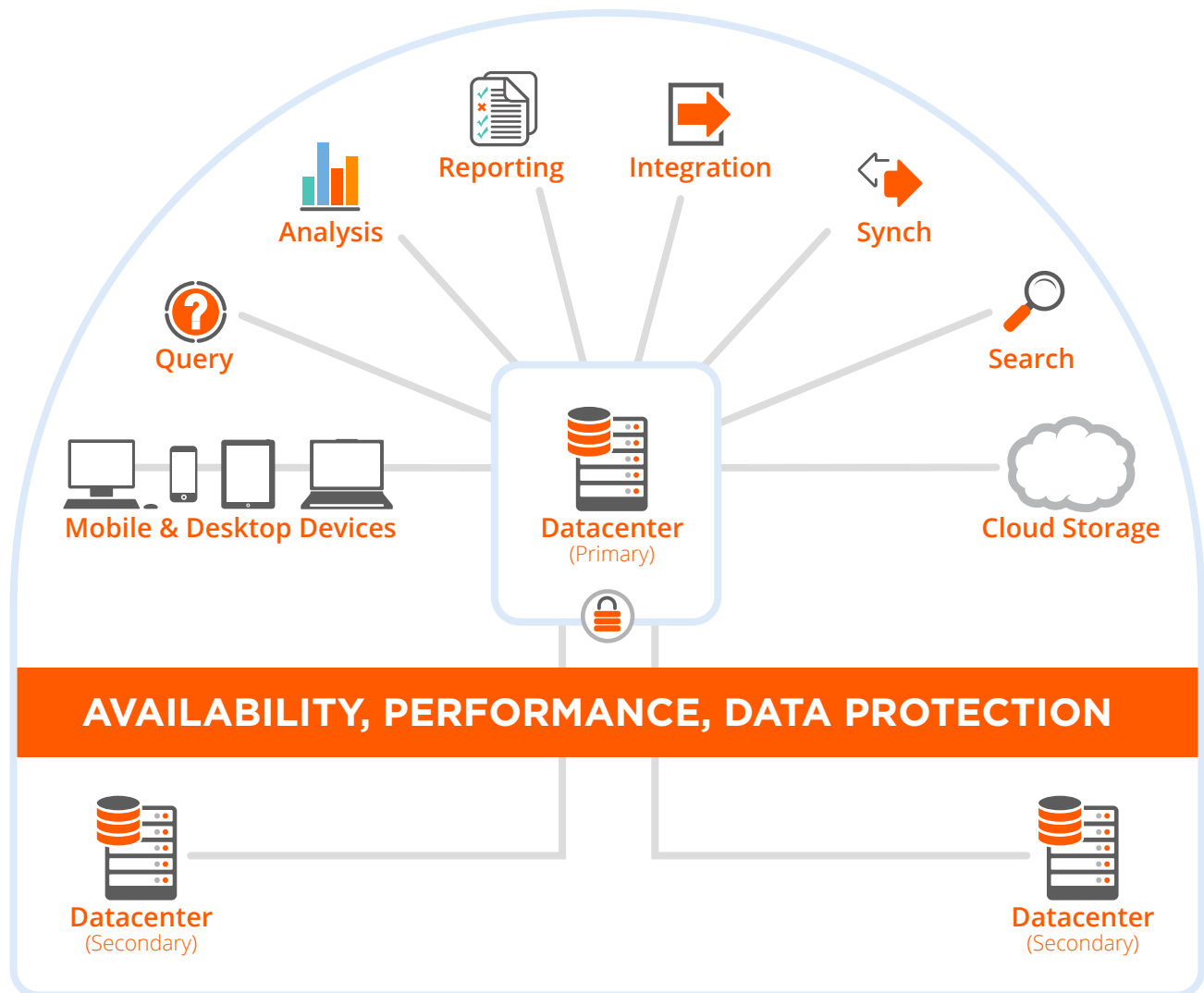


koreintelligence

Now you can take smart, decisive business action on big data like never before.

Today's world produces more data than ever before, but few businesses are taking advantage of this astounding resource like they could.

We built KoreIntelligence to get the right data to the right people, at the right time, to make better informed business decisions. Your information is always secure, always available, and always actionable to drive results for your business. With KoreIntelligence, you'll have a full team of experts monitoring your data 24/7.



KoreIntelligence includes configuration and monitoring of the following features:



Proactive Server Configuration, Monitoring and Management

- High-availability – Monitor and manage HA solutions
- SQL Server Service packs and updates
- Instance configuration - Full-text search
- Automated real-time alerts
- Monitoring of SQL Agent Jobs
- Management of physical/virtual hardware



Backups, Disaster Recovery

- Recovery strategy
- Integrity checks
- Database growth management



Security

- Logins
- Database users and roles
- Administrative access
- Policy Based Management



Performance

- Regular Performance Baseline collection
- Query optimization
- Index optimization and maintenance
- Referential integrity
- Block and Deadlocks
- Compression and Partitioning recommendations



System Architecture

- Disk configuration
- Temp DB
- File group configuration and sizing
- Growth planning (CPU, Memory, Disk)
- Regular Database sizing (not relying on auto-growth)



Integration & Reporting Services

- Monitor successful execution of data integration tasks
- Provide basic troubleshooting and recommendations for mediation of issues
- Monitor execution times of reports
- Implement security as requested
- Report and provide basic remediation for any abnormal execution durations



ETL Management, Maintenance and Monitoring

- Monitoring of Audit Logging
- ETL Optimization/ Performance Tuning



OLAP Processing Management, Maintenance and Monitoring

- Monitoring of Processing Audit Logging
- Optimization/Performance Tuning



Report Management

- Validate functionality of error reporting
- Visibility into most frequently accessed reports
- Optimization/ Performance Tuning



Apparatus Operations Center

- 24/7 support from skilled technologists – service requests up through tier 3
- Trending analysis and recommendations for optimization
- Dependable service levels and aggressive resolution targets
- Phone and web-based portal for submitting service tickets (incident and change requests)
- Up-to-date status of infrastructure and platform vitals via web-based portal
- Incident and change request reports