



## IT PROFESSIONAL SERVICES

### IT ANNUAL ORACLE SERVICES CONTRACT

ProfitKey International's IT Group offers three individual annual Oracle service plans that allow us to support your business in an efficient and cost effective manner. Each plan gives you priority access to ProfitKey International's IT staff, and puts you at the front of the line when it comes to receiving upgrades, fixes, notifications, and system improvements.

Please let us know which plan best fits your business. We look forward to working with you in the most supportive role possible for many years to come.

Our silver, gold, and platinum service plans are outlined in this brochure.

# **SILVER**

## **IT ORACLE SERVICES PLAN**

1. Configuration of Oracle Backup utilizing RMAN in the Oracle 10g web based Enterprise Manager.
2. Live Monitoring of alert log and Oracle System messages (low server disk space, oracle metrics, and oracle errors via Enterprise Manager email notification to our IT Department).
3. Creation of Daily zipped Oracle export files on storage device of your choice.
4. Creation of script to automatically ftp weekly the zipped Oracle export file to ProfitKey's ftp site for Off-Site Storage/ Recovery and availability for ProfitKey Tech Support.
5. Weekly, the ProfitKey International IT services staff will examine the Oracle installation via a remote internet connection. The purpose of this examination will be to ensure that Oracle is continuing to perform optimally and to apply any preventative maintenance measures.

ProfitKey International will:

- Monitor Oracle performance and reliability;
- Examine disk and volume utilization on designated Oracle server;
- Monitor backup procedures and logs;
- Examine ProfitKey error logs;
- Monitor alert log and Oracle system messages.

6. Keep your ProfitKey software up to date with the current release. ProfitKey International IT services will load and configure each release as needed to ensure that ProfitKey software updates are correctly and promptly performed. Each ProfitKey software update will be scheduled at a time most convenient for your staff and production schedules.

7. **Two (2) prepaid ProfitKey IT Days** for use during the contract period.

*ProfitKey IT Days* give you access to all billable networking, problem resolution, customization, and configuration services that the ProfitKey IT group offers. From networking to internet services, the IT Days included in this plan are available to you upon request and via appointment. Routine use of your IT Days will be agreed in advance of any action taken. Services are provided in a number of ways including, but not limited to, on site\* visits, off site services, via telephone, internet connection, or via email.

IT Days will be tracked by ProfitKey and adjusted, in not less than hourly increments for call services, and no less than 1/2 day increments for on site services. You will receive from ProfitKey a quarterly statement of the amount of service time remaining and a description of the time used by the ProfitKey IT Services group.

8. Problem resolution period and IT service hours include non holiday business days from 8AM to 5PM EST.

9. Additional support requests outside business hours are at the Silver IT Service hourly rate of \$190/hr.

\*All on site visits are EXCLUSIVE of travel and living costs, which are due upon receipt.

# ***GOLD***

## ***IT ORACLE SERVICES PLAN***

1. The Gold Plan includes all services provided in the Silver Plan, in addition:

Weekly, ProfitKey International will:

- Apply key operating system service releases to designated Oracle server to keep the machine current in terms of operating system fixes and patches.
2. **You are entitled to Four (4) prepaid *ProfitKey IT Days\**** for use during the contract period, rather than the two included in the Silver Plan.
  3. Problem resolution period and IT service hours include non holiday business days from 7:30AM to 5:30PM EST.
  4. Additional support requests outside business hours are at the Gold IT Service hourly rate of \$185/hr.

# ***PLATINUM***

## ***IT ORACLE SERVICES PLAN***

1. The Platinum Plan includes all services provided in the Gold Plan, in addition:

Weekly, ProfitKey International will:

- Apply key operating system service releases to all designated servers on your network to keep each machine current in terms of operating system fixes and enhancements.
2. **You are entitled to Eight (8) prepaid *ProfitKey IT Days\**** for use during the contract period, rather than the four included in the Gold Plan.
  3. Problem resolution period and IT service hours include 7:30AM to 6PM EST weekdays and 9AM to 5 PM EST on weekends and holidays on a prescheduled basis.
  4. Additional support requests outside defined hours are offered at the Platinum IT Service hourly rate of \$180/hr.

# PROFITKEY INTERNATIONAL

## *Pricing*

### \_\_\_\_\_ Silver Plan

**\$12,000.00**

- All base services
- Two IT Days
- Additional IT Days at \$1,450 / day prepaid.

### \_\_\_\_\_ Gold Plan

**\$15,000.00**

- All base services
- Maintain OS patches for Oracle server
- Four IT Days
- Extended support hours
- Additional IT Days at \$1,400 / day prepaid.

### \_\_\_\_\_ Platinum Plan

**\$21,000.00**

- All base services
- Maintain OS patches for all servers
- Eight IT Days
- Extended support hours
- Additional IT Days at \$1,360 / day prepaid.