

Infrastructure at your Service.



Insurance

Ins

Involvement

Influence

Insight

Intensity

Ingenuity

Infrastructure at your Service.



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Insurance
Insight Intensity
Ingenuity Influence
Invention
Involvement

Dear Readers,

Entirely self-financed and independent, dbi services, the Swiss service company created in 2010, has become a key player in IT infrastructures.

As CEO, it is my pleasure to present to you our know-how, our values and what added value we can offer you.

dbi services is a team of certified specialists, highly experienced, and motivated by innovative concepts, sharing their knowledge, and customer satisfaction.

Our service offering covers operating systems, databases, middleware, Enterprise Content Management systems (ECMs), and Business Intelligence.

Our consultants are fluent in English, French and German, and acquainted with various business sectors. They will help you complete your infrastructure projects and support your operations with our service management certified ISO 20000 since 2011. They will train you in the most recent technologies and assist you in your licensing strategy.

dbi services is also a technical leader in the field of computing infrastructures, confirmed by strong partnerships with Oracle, Microsoft, EMC Documentum, EnterpriseDB, and Dbvisit.

Discover through this brochure and our website dbi-services.com how dbi services can assist you in mastering challenges.

Our team looks forward to helping you

Sincerely,
Yann Neuhaus, CEO

A handwritten signature in black ink, appearing to read 'Y. Neuhaus', written over a light blue horizontal line.

EXPERTS AT YOUR SERVICE

- Specialized in IT infrastructures.
- Certified, experienced, enthusiastic.
- Customer-oriented team.
- Efficient working methods and tools.

MULTILINGUAL SWISS IT COMPANY

- 100% self-financed.
- Located in Basel, Lausanne, and Zurich.
- Languages spoken: English, French, German.

A LEADER IN INFRASTRUCTURE SERVICES

- Covering the Swiss, German, and French markets.
- Technical leadership and significant expertise.
- ISO/IEC 20000 certified.



Microsoft Partner

Gold Data Platform



Involvement &

Creating and maintaining team spirit is a decisive factor in a firm's success. With its experienced team, dbi services has established itself among the Swiss leaders in managing operating systems, databases, application and middleware integration, as well as Enterprise Content Management (ECM) and Business Intelligence.

Self-financed, autonomous, and managed by a team of experienced professionals, perfectly mastering customer and employee expectations, dbi services does everything in its power to cultivate a passion for excellent services, for transparency and for sharing knowledge.

This team of high-performing employees, experienced and enthusiastic about computing systems, in particular Oracle, Microsoft, EMC Documentum, and open-source platforms, enjoys its customers' confidence since they share the same goal: designing, building, and operating cutting-edge IT infrastructures perfectly fulfilling customers' requirements.

A COMPLETE SERVICE PORTFOLIO. Our customers, SMEs and multinational companies in various business sectors, appreciate the quality of our consulting, our service management



Infrastructure at your service. Our Team.



dbi services management: David Hueber – COO, Hervé Schweitzer – CTO,
Grégory Steulet – CFO, Yann Neuhaus – CEO



(SLAs), our trainings, as well as our services for license management. We carry out all or part of their IT projects: feasibility study, infrastructure design, system and application implementation, business solution integration, modernization, and performance management.

ECONOMIC AND FLEXIBLE SLA CONTRACTS. Our customers also rely on the security and reliability offered by our **dbi FlexService** service management contracts for databases and middleware. They enjoy Service Level Agreement contracts (SLAs) that are transparent, economic, ISO 20000 certified, and executed by dedicated, ITIL-certified experts.

CERTIFIED EXPERTS. Every day, dbi services' employees do everything in their power to satisfy their customers. dbi services therefore places utmost importance on its employees' skills and training. dbi services' consultants are experienced, certified specialists who share their knowledge at renowned events and workshops dedicated to IT infrastructures. They work on a wide variety of technologies, providing a critical, independent view to our customers.

dbi.services.com/About

Intensity & Infrastructure

at your service. Our Expertise.

Staying focused in the crucial steps of your projects: that's the state of mind motivating our experts and making their professionalism highly appreciated. All of our consultants are certified, experienced specialists allowing you to enjoy their expertise with complete confidence – intensely!

DATABASES. dbi services is an actor known for its expertise applied to database management systems. Our consultants are certified Oracle, SQL Server, MySQL, and PostgreSQL specialists. Take advantage of their expertise for designing, implementing, managing, and optimizing/tuning your databases!

BUSINESS INTELLIGENCE. dbi services offers a full range of services dedicated to Business Intelligence solutions with SAP HANA, SAP Business Objects, QlikView, Birst, Microsoft, and Oracle.

ENTERPRISE CONTENT MANAGEMENT. In order to facilitate the management of your electronic information, dbi services relies on its considerable experience in IT infrastructures to implement EMC Documentum, Microsoft SharePoint, and Alfresco platforms. Your effectiveness and cost control are pillars of our ECM strategy.

MIDDLEWARE. Call upon our experts to install, manage, and optimize your applications and your middleware infrastructures based on Oracle (Weblogic, Oracle Fusion Middleware), Microsoft, or open-source technologies (Tomcat, JBoss, GlassFish). dbi services builds your application servers, deploys and manages your development environments, and assists your middleware teams with practical trainings and coaching services in order to develop your own solution and integrate it into your infrastructure.



Jérôme Witt, Senior Consultant

"For me, dbi services is the fascination for IT technologies and formidable knowledge sharing. Always learning, digging deeper, dialoguing, and then successfully implementing technologies with our customers: this is what sets us apart and what I like at dbi services."



OPERATING SYSTEMS. Since corporate information system management, particularly for databases, cannot be done without a high-performance operating system, we offer expert services in Linux and Windows Server operating systems.

HARDWARE AND INTEGRATED SYSTEMS. Our experts ensure that your hardware is adapted to your IT infrastructure's requirements in terms of sizing, performance, licensing, and maintainability. Contact us in order to take advantage of our know-how in implementing and managing Oracle-integrated systems such as Oracle Database Appliance (ODA), Exadata, and Oracle Virtual Compute Appliance (Oracle VCA)

dbi-services.com/Expertise

PARTNERSHIPS

In order to offer high-performance services and create even greater added-value services for our customers, dbi services is committed to strong technological partnerships. We are Oracle Platinum, Microsoft Gold, EMC Documentum, and Dbvisit Platinum partners. Moreover, our consultants are certified, experienced specialists in Oracle, Microsoft, EMC Documentum, SharePoint, and numerous open-source products as well as in the Business Intelligence field.

dbi-services.com/Partnerships



Our mission and our passion consist of making your IT infrastructure more efficient and performant. dbi services offers a wide selection of IT services: designing and building systems, integrating corporate solutions, modernizing systems, auditing IT infrastructures. These high-quality services will allow you to reduce your costs because we place our ingenuity and experience in service to your goals. Take advantage of it!

IT INFRASTRUCTURE ANALYSIS AND DESIGN. Before installing, configuring, or modernizing an IT infrastructure, it is essential to select the best suited concept and technology. Through a precise analysis of your systems and IT infrastructure, our experts offer you a solution that fulfil your company's goals.

Audits · Feasibility Studies · IT Infrastructure Concepts · Cloud Computing

IT SYSTEM AND APPLICATION IMPLEMENTATION. In order to guarantee lasting success for your projects, dbi services provides you with a team of consultants specialized in implementing IT systems. Highly experienced in databases, middleware, content management systems (ECM), and operating systems, our experts provide you with their advice for your hardware (storage and servers) and your "Cloud strategy."

Implementation · Configuration · Backup & Recovery · High Availability

BUSINESS SOLUTION INTEGRATION. Integrating specific computer software may be quite a challenge. Whether your solution uses the technologies in place or requires deploying new technologies "on premises" or in the Cloud, dbi services will help you integrate it in accordance with applicable stan-



Gérard Wisson, Delivery Manager / Principal Consultant

"Our consultants work on computing projects requiring significant technological expertise. Whether analyzing, designing, building, integrating, or optimizing, their work quality enhances our customers' loyalty. What pride to see our young consultants, trained and supervised by our experts, participating actively in projects for our customers' greater satisfaction."

Ingenuity & Infrastructure

at your service.



dards or adapt it to your infrastructure and your technologies.
Integration – Standardization – Customization

SOFTWARE MODERNIZATION. Databases, middleware applications, content management systems (ECM), and operating systems are active components subject to constant change. With their considerable experience in computing infrastructures, dbi services' consultants identify the required modernization steps, in particular software updates and system migrations within your environments.

Upgrade · Migrations · Real-time Replication

PERFORMANCE MANAGEMENT. Information system performance bottlenecks must be handled as quickly as possible. Our consults are experienced in performance testing, tuning,

code review, and error handling in order to preserve and even improve performance. Our experts cover database, application server (middleware), and storage infrastructures as well as networks and servers. Moreover, we will draft performance monitoring strategies using the appropriate tools and infrastructures.

Performance Testing · Tuning · Optimization · Code Review · Error Handling

dbi-services.com/Services

Our Service Offering.



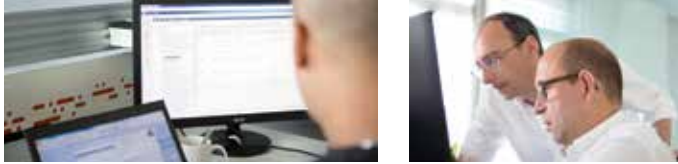
A good SLA is like a good insurance policy: it protects you from unforeseen events and hard blows, but it must also guarantee transparent costs, flexible management, and professional service. This is what we offer with **dbi FlexService** Service Level Agreements: the assurance of an economic, ISO-20000-certified SLA executed by dedicated ITIL-certified experts. Our **dbi FlexService** agreements guarantee great option flexibility – 24/7 coverage, high-availability management, or operating system management – and complete budget transparency with our online SLA simulator at dbi-services.com/SLA-Calculator!

dbi FlexService +++ · FULLY MANAGED INFRASTRUCTURE. Would you like to entrust your database or middleware infrastructure management to a dedicated team of experts? The **dbi FlexService +++** service management SLA is the ideal solution! You enjoy 12 hours of service per component and 30-minute reaction time if there is a critical incident. Capacity and change management as well as license management support are included.

dbi FlexService ++ · MONITORED INFRASTRUCTURE. The **dbi FlexService ++** service management SLA provides effec-

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at your service. Our SLA Offering.





tive monitoring for your databases and middleware. An automatic alert solution detects incidents, which are then resolved by our experts. You don't need to act while enjoying "proactive" issue management as well as support in implementing change. You enjoy 6 hours of service per component and 1-hour reaction time if there is a critical incident.

dbi FlexService + · AVAILABLE EXPERTS. The **dbi FlexService +** service management SLA is intended for companies with internal infrastructure management that would like additional assurance through a Service Desk during office hours or 24/7.

With **dbi FlexService +**, you enjoy a response time under 2 hours if there is a critical incident and a Configuration Management Database (CMDB) managed by dbi services.

TAILOR-MADE SLA · YOUR CUSTOMIZED SOLUTION. Can't find the answer to your needs in any catalogue? Our custom SLA solution, the Tailor-Made service management SLA, is your solution.

dbi-services.com/FlexService



Cyril Wasmer, Service Manager / Consultant

"With our pool of experts, we manage SMEs and multinational groups' IT infrastructure under **dbi FlexService** SLAs. ISO 20000 certification attests to our service management system's excellence alongside our employees' ITIL certification. Their commitment and skills level is a daily source of pride in so much as it results in customer satisfaction."



Stéphane Haby, Delivery Manager / Senior Consultant

"What I like about dbi services, is the interpersonal level: It is much done to set the Consultants in the best possible conditions so they provide high quality services to the customer. dbi services also stands for permanent exchange of knowledge and the will to explore future technologies. This absolutely corresponds to my philosophy."

Efficiency & Infrastructure at your service. Our Service Offering.

SOFTWARE MANAGEMENT LICENSE. Fine-tuning the appropriate software license model may turn out to be a complex, critical project. As corporate information system experts, dbi services implements licensing strategies for deploying databases and middleware, content management systems, and operating systems. Optimizing your licensing strategy based on your requirements needs serious analysis. This is what dbi services offers as a partner specialized in Oracle license management services (LMS) with certified licensing analyses for your Oracle database and middleware environments.

LMS · Analysis · Licensing Strategy

BUSINESS INTELLIGENCE (BI) OFFERING. Would you like to optimize your reporting solution? Would expert support for creating your reports and dashboards be a bonus? dbi services has the skills suited to BI's requirements and offers a full range of services dedicated to SAP HANA, SAP Business Objects, QlikView, Birst, Microsoft, and Oracle technologies! On the basis of a reporting requirements analysis, we will help you select the most suitable BI solution and deploy it. We will install your solution and produce BI artefacts: data templates, performance indicators, reports.

Requirements Analysis · BI Solution Definition · Reporting Factory · Data Quality





DATABASE MANAGEMENT KIT (DMK). Simplifying DBA life: dbi services offers Oracle, MySQL, SQL Server, and PostgreSQL database administrators added value with the free **Database Management Kit (DMK)** tool. This independent, standardized tool for Unix/Linux and Windows is based on our intimate knowledge of the challenges facing DBAs. It guarantees operation effectiveness as well as installation and maintenance process standardization and coherence. With **DMK**, you enjoy simple, reliable, and fast database management using ready-to-use scripts and automated operations in order to avoid errors.

DMK IS FREE FOR OUR CUSTOMERS. Numerous dbi services' customers trust our DMK tool to create stable and reliable database structures as well as for even more efficient administration! All without licensing expenses! We install this tested, effective DBA tool for our customers in order to guarantee coherent deployment for them on all sites. The first **DMK** installation must be performed by dbi services' consultants. Thereafter, customers may themselves update existing installations or install the tool on new servers.

dbi-services.com/DMK



At dbi services, we think that an innovative product must have obvious added value. This is the case of our **Fixed Price Services**: a fixed price for professional infrastructure services. It is also the case of our **dbi InSite Workshops**. Broadening our knowledge and actively sharing it is a key value at dbi services. Undertaking research projects and continuous consultant training is an investment that is as sustainable as it is profitable for us.

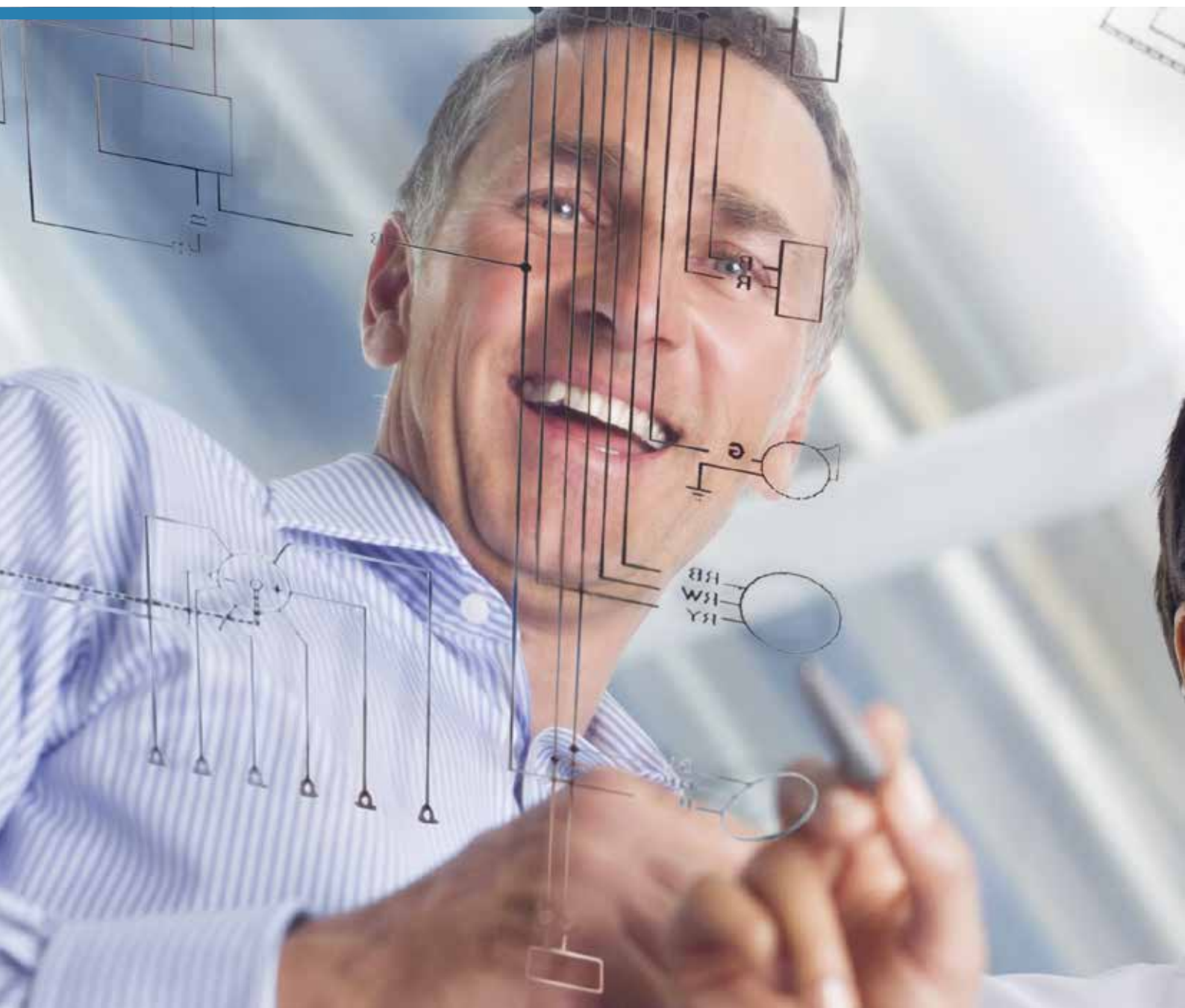
FIXED PRICE. dbi services offers fixed price services for your IT infrastructure. Our **Fixed Price Services** represent a budget-safe investment without any surprise!

Our certified experts offer cutting-edge installation, coaching, assessment, and review services. Take advantage of a safe, optimized environment – and compelling value for your money!

OUR FIXED PRICE SERVICES:

- **DATABASE REVIEW.** Benefit from a “check-up” for your Oracle, SQL Server, MySQL, or PostgreSQL database!
- **DB VISIT STANDBY.** Take advantage of a tested, economic, high-availability solution for your Oracle databases!
- **STORAGE SPEED ASSESSMENT.** Identify the critical factors in your storage infrastructure through a stress test!

dbi-services.com/FixedPrice





WORKSHOPS. **dbi InSite Workshops** is an offer with high added value. Dedicated to numerous technologies – Oracle, MySQL, SQL Server, PostgreSQL, Linux, and SharePoint – our **dbi InSite Workshops** will provide you with our consultants' knowledge and experience in IT infrastructure administration, backup and recovery, high availability, and performance management (tuning). Our **dbi InSite Workshops** fulfil your expectations:

- Case studies to become familiar with the new technologies.
- Short training programs adapted to your IT needs.
- No workshops cancelled.
- Experienced certified consultants.
- SOUG and DOAG members enjoy a 5% discount.

Our workshops are also the opportunity to share experience with computing sector professionals.

dbi-services.com/InSite



dbi xChange

SHARE, LEARN, OPEN, ENJOY! dbi services encourages continuous training, dialogue between employees, and openness to change. This is why we have created **dbi xChange**. Twice a year, all our employees come together for this internal event in order to get training, discuss new technologies, and enjoy great time together.

dbi xChange is sharing, learning, being open, and enjoying time together!

dbi-services.com/xChange



Invention & Infrastructure at your service. Our Products.



Franck Pachot, Technology Leader / Senior Consultant

"Certified and engaged in expert communities and strong technological partnerships, we test new versions and continually train in order to perfect our knowledge and products. Sharing our expertise means that we need to stay on the cutting edge. This allows us to offer the best services to our customers."

Influence & Infrastructure

at your service. Our Customers.



ECKHARD SCHLENKER, CORPORATE IT OPERATION, HELVETIA

"Since many years, dbi services experts provide Helvetia with a wide range of high-level services: consulting, training workshops, licensing reviews and an accurate IT service management. Based on dbi's service management Tailor-Made SLA, we take advantage of 7x24 remote operation of our databases as well as of proven experts onsite for attractive conditions."



HERVÉ BERTHET, CIO, RADIO TÉLÉVISION SUISSE

"Thanks to the help of dbi services and the **dbi FlexService** Service Level Agreement, we benefit from a database infrastructure without any interruption in terms of service availability. Every time we contact dbi services for a consulting project, we are impressed by the competence, flexibility, and also the professionalism of their staff."



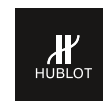
CHRISTIAN BOURQUI, MANAGER APPLICATION AND DEVELOPMENT, GALENICARE MANAGEMENT SA

"We asked for the expertise of dbi services in the context of a SQL Server performance review with implementation of the recommendations. This operation has led to an improvement of 200% of the data loading times for the highest satisfaction of the users. The expertise, the professionalism and the interpersonal skills of dbi services during this mission were exemplary."



THOMAS SALZMANN, MANAGER IT INFRASTRUCTURE, KERNKRAFTWERK GÖSGEN

"Reliability is a key factor in our business. In addition, we work with several IT technologies. That's why we rely on the experts of dbi services for monitoring and maintaining our databases. The **dbi FlexService** SLA contracts and the expertise delivered by dbi services fully meet our expectations."





Magali Blenner, Executive Assistant

"What appealed to me at dbi services primarily is the challenge of a young growth-oriented company. But dbi services also remains a great interpersonal experience. It's fun to experience every morning a motivated team that is constantly looking for improvements. To work in such an atmosphere, is a rare opportunity."



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FLEXIBLE ISO-20000-CERTIFIED SLA CONTRACTS.

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AT A FIXED PRICE.

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FREE AND SECURE DATABASE MANAGEMENT
TOOL.

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SOLID TRAINING WORKSHOPS LED BY
EXPERIENCED CONSULTANTS.

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