



# DBA-24x7

An **ldhasoft** solution

## DATABASE ADMINISTRATION

I N F O R M A T I O N - M E M O R A N D U M



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## Welcome from the CEO

Alok Pathak  
CEO  
Idhasoft Ltd.

Idhasoft is the fastest growing IT services company in the world, expanding from zero to \$130 million in less than 24 months. We will continue this aggressive growth rate and expect to reach \$500 million by the end of 2012.

Oracle practice is the center piece of our growth and expertise. As an Oracle Certified Partner, we are a complete end-to-end solution for our customers who are purchasing, implementing, monitoring, and maintaining medium to large Oracle environments. Our team is comprised of proven successful professionals who have honed their skills by delivering results and being held accountable for those results in a corporate setting. With over 300 Oracle-specific consultants and industry experts and offices across the world, we are able to provide superior resources and customer service to each and every customer, 24 hours a day, 7 days a week.

We are also proud of the fact that we have created true lasting partnerships with our customers. It is a value of our organization and key ingredient of what makes us successful in what we do.

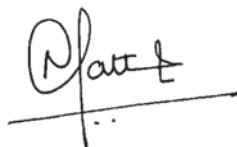
As we work to serve our customers, to build strong relationship and deliver innovative and creative solutions to their business challenges, we rely on our values to guide our decisions and actions, ensuring everything we do is beneficial to the client, and the organization.

We believe our commitment is not only to ensure that we continue to live up to the standards we have set, but also to advance our awareness of our customer needs to even higher levels. By leveraging the experience we have gained assisting our clients, delivering high-value professional services, become a long term strategic partner, and contribute to the overall success of our clients'.

I hope this Oracle Database Administration Services booklet will give you an understanding of our capabilities, experience, commitment, and more importantly value, we bring to every single customer. It isn't our goal to be the best, it is our commitment. We take your vision and deliver it on time, under budget, and to perfection.

As the Founder and CEO of Idhasoft, I sincerely thank you for giving us the opportunity to earn your business. I look forward to a long and fruitful relationship.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alok Pathak', with a horizontal line underneath.

Alok Pathak

“With Idhasoft being one of only a few Oracle partners to offer license sales and implementation services across Oracle’s application, middleware and database solutions, they are in the enviable position to offer value to customers across Oracle’s complete portfolio.”

**Clark Bloom**

Director of National VAR Sales  
Oracle

**ORACLE**<sup>®</sup>

**CERTIFIED  
PARTNER**

# Database Administration Services

## Overview

The complexities of database administration are often an ongoing challenge for businesses. Hiring and training database administrators (DBAs) both take time and money. And even when hired, DBAs typically must spend most of their time managing day-to-day system operations with little time to focus on strategic IT initiatives. And given the reality of holidays, vacations, and work schedules, even a team of DBAs cannot possibly monitor and provide 24/7 support for systems. As a result, mission-critical applications need to be supported 24x7. Database Administration services can provide the very necessary 24x7 support to take care of database administration tasks ranging from mundane work to specialized solutions like RAC & DataGaurd. Typically, the services offer proactive Oracle monitoring solutions that include expert methods that create a preemptive protection layer to ensure continuous availability of all mission critical Oracle databases and all aspects of Oracle, including the server,

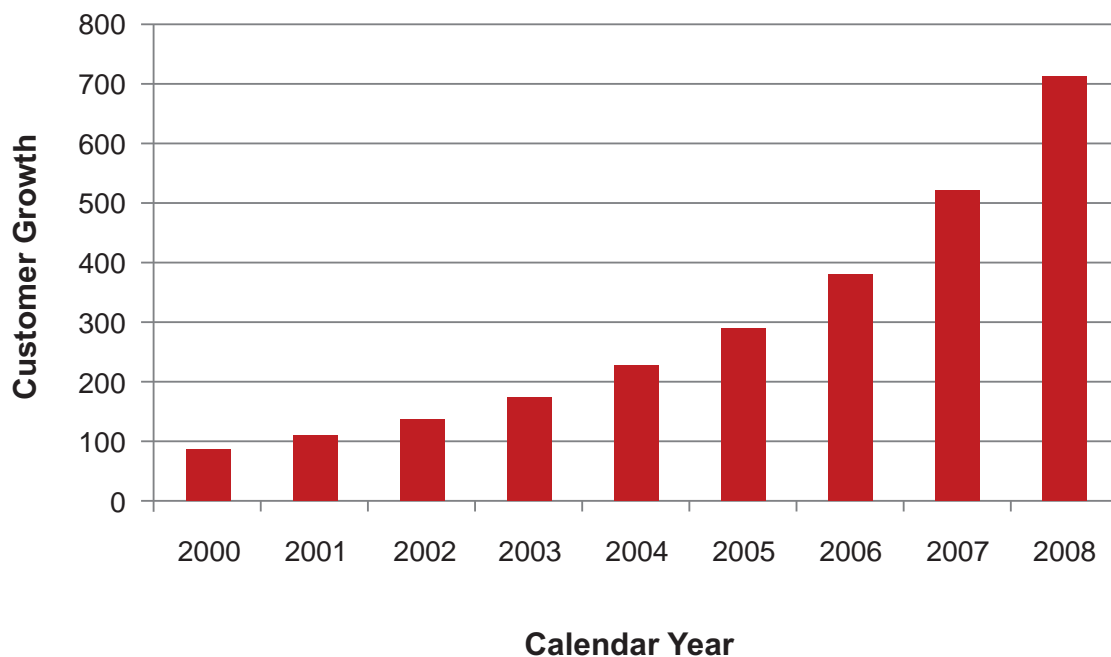
## DBA Services Portfolio

- ▶ End-to-end Database Administration
- ▶ Performance Tuning
- ▶ Proactive Monitoring & Trouble-shooting
- ▶ Database Installation, Patches & Upgrades & Refreshes
- ▶ Oracle Applications Patching & Cloning
- ▶ Oracle Tech Stack Management
- ▶ Ccapacity Planning
- ▶ Database Security Management
- ▶ Backup and Recovery Solutions including RMAN

## Specialized DBA Service Offerings

- ▶ High Availability Solutions including RAC & DataGaurd
- ▶ Database Migration
- ▶ Strategy for lower total cost of ownership
- ▶ Emerging Database Technologies – 11g

## Idhasoft Oracle Practice - Growth in Customers



## Key Differentiators

As a global world-class organization, Idhasoft's goal is to provide best-of-breed 24x7 database administration services. Our focus is on continuous innovation coupled with high quality services delivered by highly trained people.

Idhasoft offers true 24x7 database administration services that are implemented quickly and at an attractive cost due to:

- ▶ Senior, experienced, tested, and proven DBAs
- ▶ DBAs who are Idhasoft employees not contractors
- ▶ Onshore and offshore resources giving true 24x7 coverage
- ▶ DBAs who are Oracle certified – both OCPs & OCM
- ▶ Implementation & Support for Real Application Clusters (RAC)
- ▶ Dual Primary Methodology (DPM)

## Our Value Proposition

### Low-Cost & High Quality Solutions

- ▶ Our time-tested methodology enables us to deliver rapid solutions in a cost-effective way. One way we achieve significant cost efficiencies is from our ability to bring you the right solutions well ahead of your schedule. Our flexibility in meeting your add-on business needs translates into a low total cost of ownership for you. And by choosing a consulting partner that has had consistent success in delivering projects, you minimize the risk as well.

### Un-Paralleled Industry Experience

- ▶ DBA team has both Oracle Certified Master & Oracle Certified Professionals with around 15 years of industry experience in handling mission critical databases to ensure that your databases are in safe hands.

### 24/7 Experts Availability

- ▶ DBA experts are available 24/7 even on US holidays, week nights & weekends to take care of your databases. This ensures that your critical applications are taken care round the clock.

### Staff Augmentation

- ▶ In case you already have DBA support team, then we can augment your team and take care of mundane database tasks so that your resources can focus on strategic initiatives. Our experts utilize proven methodology to provide you with cost effective solutions in database management

### DBA24x7 Tracking System

- ▶ Idhasoft's DBA 24x7 ticketing system maintains the repository of the issues & resolutions so that you need not maintain separate repository for tracking purposes and our team is accountable for all database issues with complete ownership

### Client-centric methodology

- ▶ Our DBA team implements best practices to provide lower total cost of ownership by using our unique Solution Delivery Methodology, which enables us to capture and focus on your needs, and then deliver on them in the most efficient way

*Whether you require external database support or need to augment your existing DBA team or require new database installation, upgrade, migration services or you need DBA expert consulting in resolving critical issues or you require high availability solutions with RAC, Idhasoft provides cost effective solutions in end-to-end database administration that utilizes more than 15 years of DBA experience to increase your business efficiency.*

### Our Oracle Application Customer

*“Ubex's expertise in Oracle applications combined with their highly reliable service and support allowed our system to be up & running with 0% downtime. We had unprecedented support from Ubex support staff; they will go out of the way to keep systems 24x7 operational. Solution providers such as Ubex are leading a new generation of companies to outsource business systems support which is both economical and extremely reliable.”*

*Ed Swetawage, Director of Application Development  
Network General Corporation*

*Ubex is fully owned by Idhasoft*

## Implementation Methodology

Idhasoft uses a Dual Primary Methodology (DPM) that features the services of highly trained DBAs. The Onshore Lead Account Manager DBAs are equipped with an average of 15+ years of experience, while the Offshore Primary Operational DBAs are equipped with an average of 5+ years of experience.

### How Dual Primary Methodology Works

Each customer is designated two primary DBAs: one onshore and one offshore, so access to a primary DBA is available 24 hours a day.

#### Onshore DBAs

Lead Customer Account Manager DBAs provide expert-level assistance to offshore DBAs.

- ▶ Oracle Certified Master and Oracle Certified Professional level DBA leadership
- ▶ Onshore DBAs with over 15 years average experience in:
  - ▶ Oracle advanced database administration
  - ▶ High availability technologies with RAC and Data Guard
  - ▶ Advanced backup and recovery with RMAN
  - ▶ Database and application tuning
  - ▶ Sarbanes-Oxley implementations
  - ▶ Oracle Applications implementations
  - ▶ Real-world consulting combined with Oracle University instructing experience

#### Offshore DBAs

Senior-level offshore DBAs provide round-the-clock database administration coverage.

- ▶ Broad range of database technology experience
  - ▶ RAC
  - ▶ Data Guard
  - ▶ Backup and recovery with RMAN
  - ▶ Performance tuning
  - ▶ Oracle Applications
- ▶ Continuous monitoring and ongoing problem resolution diagnosis and detection
- ▶ Provide ongoing status updates to onshore Lead Customer Account Manager DBA

## Support Model

Idhasoft provides support for customers leveraging our seamless global delivery model with standard practices and procedures. This results in a single, company-wide vision and creates a seamless flow of communication, enabling us to meet customer needs more responsively and effectively. Our Seamless Global Delivery Model offers our clients a comprehensive suite of delivery options, including:

- ▶ Onsite—at the client location to provide visibility into the engagement and a direct, daily interface with Idhasoft's engagement team.
- ▶ Offsite/Near-shore — at one of our branch offices to provide our clients an off-site delivery option that will free up space at the client site while ensuring close proximity to the engagement team.
- ▶ Offshore—at our India offices to provide the client with low-cost, high quality, offshore delivery facilities, backed by all of Support Team's resources, industry experience and world-class project management processes.

### Key Benefits

The Benefits of our Seamless Global Delivery Model include:

Predictability	Common process, management and metrics
Accountability	Single point of contact
Flexibility	Move workload based on business need
Cost-Effectiveness	Optimizes cost advantages with delivery requirements

We leverage these options to create a flexible, cost-effective solution for each client engagement.

This model, backed by our financial stability and our extensive network of subject matter experts, has proven successful for hundreds of clients. Furthermore, our strong domestic recruiting organization and ability to hire local talent will provide you with maximum staffing flexibility, and help us to better respond to peak demand or compressed windows for meeting variable staffing requirements.

We propose a support model that will be flexible to your requirements. We combine various delivery options listed above to provide you an efficient support solution.

## Coverage Plan

Idhasoft uses a Dual Primary Methodology (DPM) that features the services of highly trained DBAs. The Onshore Lead Account Manager DBAs are equipped with an average of 15+ years of experience, while the Offshore Primary Operational DBAs are equipped with an average of 5+ years of experience.

Service plan offered at different coverage levels in accordance with the client's requirements.

### Subscription Based Plan:

Plan	Coverage
	<p>24 hrs/day, 365 days/year</p>
	<p>7am-7pm, 7 days/week except US holidays</p>
	<p>8am-5pm, Monday-Friday except US holidays</p>

- ▶ Coverage times are local to customer's time zone
- ▶ Some database services subject to Oracle version being supported
- ▶ Any database service not mentioned is subject to an hourly rate, unless negotiated as part of the contract

**“Additionally, we also customized coverage plans that meet our client’s specific requirements.”**

## Specific Engagements

- ▶ RAC maintenance & DBA 24x7 support services for a leading online retailer in USA for books, music, DVD, video games, and related products.
- ▶ RAC 10g Implementation, database migration and DBA24x7 support services for a leading expert in payroll, tax filing and human resource related services providing solutions specifically for small and mid-size businesses in all 50 states of US.
- ▶ On-Demand Database Migration services for a leading manufacturer of finest quality health, wellness and elegant lifestyle products in USA.
- ▶ DBA 24x7 maintenance and support services for world's leader in supplier information management, supply chain management and supply chain risk management.
- ▶ Database performance tuning services provided to a pharmacy benefits management company (PBM), which manages pharmacy benefits for thousands of clients that include health maintenance organizations, health insurers, third-party administrators, employers, State funded Medicaid plans, and union-sponsored benefit plans.
- ▶ DBA24x7 maintenance and support services for a leading provider of Utility Storage, a simple, efficient and scalable tiered-storage array for utility computing that lets customers serve more with less. The company is rapidly growing and has offices in the North America, Europe, Japan and Asia.

*“First, you guys are great. Your response times and thoroughness of work is truly outstanding. Thank you so much for the clear, concise outline of your findings...”*

*Mary Svitko, Reporting and Applications Analyst,  
North American InterConnect*



# Case Studies

## International Shipholding Corporation

International Shipholding Corporation (ISC), through its subsidiaries, is engaged in various types of waterborne freight transportation. ISC is a water transportation specialist providing unique solutions to the needs of their diversified customer base with emphasis on medium to long-term contracts and charters.

### Business Challenge

- ▶ To provide onsite DBA services at ISC
- ▶ To provide DBA services 24 hours/day, 365 days/year
- ▶ To help instruct and guide ISC staff on best practices for the management of their database systems that support production operations

### Idhasoft Solution

- ▶ Pro-active monitoring setup
- ▶ Implemented best practices for database management
- ▶ Implemented High Availability Dataguard solution
- ▶ Comprehensive subscription plan covering ISC 24 hours/day, 365 days/year

### Technologies Used

- ▶ Oracle Enterprise Edition 10g database, HP-UX B11.11 , Data Guard

### Benefits & Key Features

- ▶ Substantial Cost savings as result of end-to-end database support provided by Idhasoft's DBA team for both production & test database systems
- ▶ Eliminates the need for gap coverage during sickness, vacation, and training that a full time DBA would require
- ▶ Reliable and knowledgeable source to depend on for questions /concerns 24x7
- ▶ Faster response time to user issues
- ▶ Overall lower TCO
- ▶ Experienced DBAs ensuring the systems are running optimally, thereby making efficient use of hardware resources

### Client Commendations:

*"I can honestly say Idhasoft has gone above and beyond my expectations. I had a good feeling when we first started, and have been extremely pleased ever since. I told one of your perspective clients that I feel you are all sitting in a cube next to me. When I need you to answer a question here or there you're there. When I have a critical issue, you're there. If there's something I need Idhasoft to handle because of a time constraint, Idhasoft is there...."*

Alex C. Durosky, Unix / Database Administrator,  
International Shipholding Corporation

## SVTC

SVTC is a leading independent semiconductor process-development foundry. Integrated device manufacturers (IDMs) and fabless semiconductor companies face multiple challenges with novel silicon development. Both need more cost-effective and rapid means to translate concepts into production-ready form.

### Business Challenge

- ▶ To help instruct and guide SVTC on best practices for the management of their database systems that support production operations
- ▶ To provide DBA services equivalent to that of a full time employee locally onsite at SVTC
- ▶ To provide DBA services 24 hours/day, 365 days/year

### Why Idhasoft – Value Proposition

- ▶ Solid experience in providing support 24x7
- ▶ Certified and highly experienced team of support professionals
- ▶ Real time experience in troubleshooting issues and supporting production environments
- ▶ Experience working with application vendors and integrating best practices into the database
- ▶ Deep knowledge of high availability technology

### Technologies Used

Oracle 10g database, Windows 2003 server, High availability non-RAC cluster running Microsoft Cluster Server, Oracle Fail Safe, Oracle Enterprise Manager Grid Control 10g, NetApp shared disk.

### Idhasoft Solution

- ▶ Pro-active monitoring setup
- ▶ Implemented Enterprise Manager Grid Control
- ▶ Implemented best practices for database management
- ▶ Comprehensive subscription plan covering SVTC 24 hours/day, 365 days/year

### Benefits & Key Features

#### Business Benefits

- ▶ Substantial cost savings with 14 databases being supported by Idhasoft's DBA team
- ▶ Eliminates the need for gap coverage during sickness, vacation, and training that a full time DBA would require

#### User Benefits

- ▶ Reliable and knowledgeable source to depend on for questions /concerns 24x7

#### System Benefits

- ▶ Overall lower TCO
- ▶ Experienced DBAs ensuring the systems are running optimally, thereby making efficient use of hardware resources

#### Our Portal Solution Customer

*“Our sales reps are excited about the benefits of this technology. For the first time, they can quickly view commercial inventory quantities and access product updates and news in one single location—allowing them to focus on better serving our customers.”*

*Pat Stephenson, Systems Development Manager  
Rheem Manufacturing*

## Varian Medical Systems

Varian is the world's leading manufacturer of medical devices and software for treating cancer and other medical conditions with radiotherapy, radiosurgery, proton therapy, and brachytherapy. The company supplies informatics software for managing comprehensive cancer clinics, radiotherapy centers and medical oncology practices.

### Business Challenge

- ▶ Client runs critical applications that cannot afford any downtime
- ▶ 24/7 Enterprise solution for high availability required

### Why Idhasoft – Value Proposition

- ▶ Certified team of Oracle professionals
- ▶ Real-Time industry experience of more than a decade
- ▶ Proven tested methodology
- ▶ Flexible Support Model Experience working with application vendors and integrating best practices into the database
- ▶ Deep knowledge of high availability technology

### Technologies Used

- ▶ Oracle 10g, RAC, Windows 2003

### Idhasoft Solution

- ▶ Implemented 2-Node 10g RAC as high availability solution
- ▶ Configured load balancing for Web server

### Benefits & Key Features

#### Business Benefits

- ▶ Availability increased to 99.99%
- ▶ Increased business revenue with reduction in downtime

#### User Benefits

- ▶ Faster response time with increased up-time

#### System Benefits

- ▶ Overall lower TCO
- ▶ Increase in availability & overall database performance

### Overall Result

High availability solution implemented to support enterprise-wide critical applications that resulted in increase in revenues for the client.

#### Our Retail and Supply Chain Solution Customer

*“Idhasoft has demonstrated a deep application expertise with focus on effective and quality-driven results achieved through a shared collaborative work style with the customer team. Their efforts have led to a steady operating state post-go-live with the WM/JDA integration project, improved throughput process design in our Flat to Hang operation, and overall project cost reduction. I strongly recommend considering Idhasoft for your WM implementation needs.”*

*Ed Wong, SVP Supply Chain & Systems  
Charlotte Russe, Inc.*

## Leading Timeshare Company

The client provides vacation homes to owners from all 50 states and from 100 countries throughout the world.

### Business Challenge

- ▶ No Backup strategy in production
- ▶ No Disaster recovery strategy
- ▶ No DBA support available
- ▶ Critical technical issues leading to loss in business revenues
- ▶ SSO issues with users
- ▶ System downtime issues – multiple times in day
- ▶ Security policies was not defined
- ▶ No processes in place for production access & troubleshooting production issues

### Why Idhasoft – Value Proposition

- ▶ Certified team of Oracle professionals
- ▶ Real-Time industry experience of more than a decade
- ▶ Proven tested methodology
- ▶ Flexible Support Model
- ▶ Experience working with application vendors and integrating best practices into the database
- ▶ Deep knowledge of high availability technology

### Technologies Used

Oracle Applications 11.5.10.2, Oracle 11g, 10g & 9i, RHEL, OID

### Idhasoft Solution

- ▶ Complete database management strategy defined and implemented
- ▶ Implemented backup strategy with RMAN
- ▶ Grid Control implemented
- ▶ Cloning & refreshes process defined & implemented
- ▶ 24x7 DBA Ongoing Support

### Benefits & Key Features

#### Business Benefits

- ▶ Availability increased to 99.99%
- ▶ Security policies implemented
- ▶ Increased business revenue with reduction in downtime

#### User Benefits

- ▶ Process put in place & un-warranted downtime issues resolved
- ▶ Faster turnaround time

#### System Benefits

- ▶ Overall lower TCO as Idhasoft's DBA24x7 team support all 20 databases

### Overall Result

Idhasoft has been able to secure increased business in terms of subscription plan on long term basis.

#### Our Oracle Licensing Customer

*"Idhasoft has been a trusted partner of ours for years now. Not only do they understand the Oracle licensing, but they take the time to understand our business needs. Time and again, they always seem to come through and save us tremendous amounts of money, especially around Oracle licensing. Their Oracle licensing knowledge is second to none! They made it so easy for us."*

*Kate Schafer, VP of Enterprise Systems Technology  
Epocrates Inc.*

## Our Customers

Abaqus	AMRS	Bridgeline Software
Accela	Anacor Pharmaceuticals	Brightpoint, Inc.
Acurian	Analysts International	Bristol Virginia Utilities
ADC Software System Canada Ltd	Anheuser-Busch	Brookdale Senior Living
Adesso Solutions LLC	Aravo Solutions, Inc.	Brother International
AdKnowledge Inc	Archer Daniels Midland Comany	Btech International
ADP Investor Communications	Armstrong	Budco - The Dialogue Company
Ad-Pharma	ASC (American Sun Company)	Builder Fusion
Advanced Micro Computer Specialists	Ash City / G.H. Imported Merchandise and Sales Limited	Bureau of Land Management, USDI
Advent Software	Atwood Oceanics Inc	Burgess Computer Decisions (BCD)
ADX	AutoExec	Burtek Inc.
Aero Tech Engineering	Averion, Inc.	Business Wire
AETV	B.A.E	C&R Productions
Affymetrix, Inc.	BAE Systems - Spectral Solutions LLC	California School Employee Association
Afra Health and Retirement Funds	BAE SYSTEMS, ASI	California School Employees Association
Agensys	Baillie Lumber	California Water Service Company
Agistix	Bakemark	Calsoft Systems
Alexander Group Inc.	Bally Gaming and Systems	Calvary Distribution
Allen Lund	Barmensen Labs	Campus Crusade for Christ International
Alliant Lake City Army Ammunitions Plant	BEA Systems	Canadian Shareowner Investments Inc
Allstate Legal	Bechtel Nevada Dept of EnergyBenefitsXML	Capital Source
Alpha & Omega Semiconductor	Best Web Buys	Captiva Software
Alpha Simplex Group LLC	Betwwts.com	Cashedge Inc.
Altivity Packaging	Biomarin Pharmaceutical, Inc	CBC Companies
American Board of Internal Medicine	Bio-Rad Laboratories	CBE Technologies
American Cancer Society	Birchall Energy Limited Partnership	Celerity, Inc.
American Chemical Society	Black & Decker	Central Coast Alliance for Health
American Health Care Administrative Services	Blackfoot Inc	Central Florida Investments
American Hospital Association	Blood Systems Inc.	Central Vermont Public Services
America's Job NetworkAmerigives	Blue Sky Communications	Cenveo
AMI Imaging Systems, Inc.	BNFL	Cequent Group
Amnesty International	BNP Media	Cervalis
Amphenol	Boeing	CESC
Amplitude Research	Booz Allen	Champion Broadband
	Boston Reed	Charlotte Russe
	Boundary Systems	Chartermi.net
	Bravura Systems	

ERP &amp; CRM

BUSINESS INTELLIGENCE

ORACLE FUSION MIDDLEWARE

SOFTWARE LICENSING

DATABASE ADMINISTRATION

MANAGED SUPPORT

STAFFING SERVICES

IDHASOFT-ORACLE CONTACT LIST

ERP & CRM

BUSINESS INTELLIGENCE

ORACLE FUSION MIDDLEWARE

SOFTWARE LICENSING

DATABASE ADMINISTRATION

MANAGED SUPPORT

STAFFING SERVICES

IDHASOFT-ORACLE CONTACT LIST

Chartwell Technology  
 Childrens Hospital of Alabama  
 Choice Wireless L.C.  
 Chondrogene Incorporated  
 CIAT LLC  
 CIS Group Corp.  
 Citizens Gas & Coke  
 City and County of Broomfield  
 City of Calgary (CAD)  
 City of Hope  
 City of Milton  
 City of Thomasville  
 City of Toronto  
 City Wide Insulation  
 CLEANWISE INC  
 Cleartrack Information Network  
 Clement Pappas & Co. Inc.  
 Cleveland Unlimited  
 Clickatell  
 Cogeco Inc  
 Coherent, Inc.  
 Collin County Committee on Aging  
 Commerce Energy Group  
 Compendia Bioscience  
 Computer Aid  
 Computer Enterprises Inc  
 Compuware Corporation  
 Comsource  
 Comverge  
 Conduit Internet Technologies  
 Connetics  
 Consumer Credit Service Inc.  
 Continental Technologies  
 Converged Networks LLC  
 Con-Way Transportation, Inc.  
 Copyright Clearance Center  
 Cortina Systems, Inc.  
 County of Sonoma  
 Coushatta  
 Covad

Cranesville Block Co.  
 Credit Union Factory Built Lending  
 Critical Control  
 Critical Control Solutions  
 CropUSA Insurance Agency, Inc.  
 CSM America, Inc  
 Cumulus9  
 Cybergnostics  
 Cymbal  
 Dairy Farmer of Ontario  
 Data Return Managed Services LLC  
 Data Systems Worldwide  
 Datatec  
 Dattar Systems, Inc.  
 Dava Pharmaceuticals  
 Davis & Henderson CAD  
 Davis & Henderson Limited Partnerships  
 DaVita Inc.  
 DECISION SCIENCES  
 Delaware Department of Transportation  
 Demandware  
 Determine Software  
 DHD Media  
 Dictapro  
 Digicon  
 Direct TV LA (News Corp)  
 Diveo Broadband Networks, Inc.  
 Doncasters Medical Technologies  
 Ducks Unlimited  
 Eagle Computer Systems  
 Earth Satellite  
 eCharge2 Corporation  
 ECHO  
 Eddie Bauer  
 Edgen Corporation  
 El Paso Electric Company  
 Elcom

Electronic Scrip, Inc  
 Electronic Tax Systems  
 Elity Systems  
 Elliott Management  
 eMonee  
 Enbridge, Inc. CDN  
 Encore Forwarding Inc  
 Emerajica  
 Englobal  
 Enpocket  
 Entegra Power Group LLC  
 Environmental Science Corporation  
 Envision Technologies  
 Epocrates  
 eppendorf  
 Ericsson  
 eSilicon Corp  
 ESRI  
 Estenda Solutions, Inc.  
 eTelecare Global Solutions  
 EUR Systems  
 EWT LLC  
 Experts Exchange  
 Facility Engineering Associates  
 FarHeap  
 FCI USA  
 FCI USA Inc  
 Federated Dental Plan  
 Financial Engines, Inc.  
 Financial Oxygen  
 First Bank Data Corporation  
 First Databank Inc.  
 First Trust Corporation  
 Firstpoint Energy Corporation  
 Flight Mold and Engineering, Inc.  
 Flintsteel Restoration Association  
 Floor & Decor  
 Floral Source Inc.  
 Flytecomm  
 Foodland Supermarket

Foresee Results	Gomembers, Inc	IDT
Form Factor Inc	GovDelivery, Inc.	IFM efector, Inc.
Formed Fiber Technologies	GPNW Consulting	IKON
Fortunoff	Grand Central Communications	I-Many Inc.
Fresno Community Medical Centers	Great Circle Solutions Inc	Industry Training Authority
Frontier Oil and Refining	Green Ribbon Health	INEOS NOVA LTD
Fru-con Construction	Greg Anderson, MD	Inficon
Fruit of the Loom	Growmark, Inc	InfoGation
Fry, Inc.	Guideworks LLC	Infonet, Inc.
FTF Technologies, Inc.	H.B Fuller Companies	Infonox
Furukawa Electric North America	Handgards	Informatica
Future US	Harbour Inc	In-N-Out Burger Inc.
Futurestate LLC	Harley Davidson Financial Services, Inc.	Inside Scoop
G.O. Carlson Plate	Harte-Hanks Direct Marketing	Insteel Industries
GA Telesis, LLC	Health First Inc.	Integrated Design, Inc
Galasource, Inc	Health Hero Network, Inc.	Intelatech
Gamebookers.com	Health New England	Intelligent Software Solutions
Garmin International, Incorporated	HealthACE	Intellitrans
Gateway Container Corp	Healthcom Partners	InteractiveCorp
GCR Company	Herff Jones	Intercontinental Hotels Group
GE Consumer	HireRight, Inc.	International Ship Holding
GE Consumer Finance -WMC Mortgage Corp	Hobsons	Interpharm Inc.
Gemstar TV Guide	Hobsons Australia	Interpoint Corporation
General Dynamics Advanced Information Systems, Inc	Homegain	Intervarsity Christian Fellowship
General Re Corporation	Hormel Foods	Invitrogen
Genesys Conferencing Limited	House of Brick Technologies	Inviva Inc
Genex Services	Hub International Limited	IPass
Genscape Inc.	Hub International Limited - Canadian	ISL
Geodac Corporation	Location	J Good
Gila River Transition Energy Management Asset Co. LLC	Hunter Manufacturing	J&J Technical Services
Glacier Publications	Hutchinson Technology Inc	Jasper Wireless
Glacier Publications - CA	Hypertherm Inc.	Javelin Tools
Global Beverage	i4i	Jazz Pharmaceuticals
Global Beverage Intelligence	ICL Inc.	Jazz Semiconductor
Globaltrade	Iconix Pharmaceuticals	John Nolte MD
Glovis Alabama, LLC	ICS Corp	Jonathan Engineered Solutions
Glow Teknologies	Idea Forest	Jones Lang Lasalle
	IdleAire Technologies	Jordani Consulting Group
	Idleaire Technologies Corporation	Jumpstart Technologies
		Kalexsyn
		Kana Software, Inc.

ERP &amp; CRM

BUSINESS INTELLIGENCE

ORACLE FUSION MIDDLEWARE

SOFTWARE LICENSING

DATABASE ADMINISTRATION

MANAGED SUPPORT

STAFFING SERVICES

IDHASOFT-ORACLE CONTACT LIST

ERP &amp; CRM

Kansas City Southern Railroad  
 Karmanos Cancer Institute  
 Ketera Technologies  
 Key Safety  
 King Pharmaceuticals, Inc.

Martha Stewart  
 Maryville Technologies  
 Mastersoft, Inc.  
 Mastertax  
 Matrix Absence Management, Inc.

MTC Technologies  
 Murphy Bank  
 MyBuys Inc.  
 Myhealthbank  
 N2N Commerce

BUSINESS INTELLIGENCE

King Solutions  
 Knology  
 KnowledgeBlue LLC  
 Krazy Kat Sportswear  
 Kroll Factual Data, Inc

Mavent  
 McGraw-Hill  
 McLane  
 MDanywhere  
 MEDai

National Automotive Insurance  
 National Institute Health  
 National Semiconductor Corporation  
 National Weather Service  
 Navajo Nation Heritage Program

ORACLE FUSION MIDDLEWARE

L3 Communications  
 Lackland AFB  
 Lambert & Nelson, PLC  
 Landlord.com  
 LCC International

Media Services  
 Medical Doctor Associates, Inc.  
 Mediconnect  
 MedPlus  
 Medrad

Navisite  
 Navy - SPAWAR  
 N-Cycles  
 Nebo School District  
 NEBS

SOFTWARE LICENSING

LCS  
 Lear Corporation  
 Lewis Energy Group  
 Lewtan Technologies  
 LightHouse Selection, LLC

Mentorware  
 MercuryGate International  
 MetroFi  
 Micro Works Computer Center  
 MicroFinancial

NebuAd Inc.  
 Nektar Therapeutics  
 NELO (Navy)  
 Nemours Institute Childrens Hospital  
 Neovera

DATABASE ADMINISTRATION

Lightning Source  
 Lillian Vernon  
 Linkshare  
 Liquid Digital Media, Inc  
 Live Capital

Micromuse  
 Microsoft  
 Microsoft Corp  
 Microsoft Corporation  
 Mid-State Bank and Trust

Net2Phone  
 Netchemistry  
 NetDotSolutions, Inc.  
 Netpia  
 NetSuite, Inc.

MANAGED SUPPORT

LivePlanet  
 Liz Claiborne  
 Los Alamos National Labs  
 Louisiana Department of Natural Resources  
 Louisiana Office of Group Benefits

Midwest Medical Insurance Company  
 Mindvision  
 Mitchel & Scott Machine Company Inc  
 Mitsubishi Chemical America  
 Mitsubishi Digital Electronics America

Network Equipment Technologies  
 New Hampshire Electric Co-operative  
 News America Inc  
 Nibco Inc  
 Nimble Services

STAFFING SERVICES

LRN Inc.  
 Luminial Path  
 MacLaren McCANN Advertising  
 Maclee

MMRI  
 Mobile Reach International, Inc  
 Mojo Systems  
 Moneybookers.com  
 Morgan County Government

Nimblefish  
 Noel Sison Hospital for Special Surgery  
 NORC @ University of Chicago  
 Nortech Systems  
 North America Interconnect

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Managestar  
 mantech  
 Market2Lead

Move Direct  
 MS Administrative Services  
 MSTD, Inc.

Northrop Grumman  
 Northwest Resource Association  
 NPD Group



NRG Energy	Power Engineers, Inc.	Sargent-Fletcher Inc
NSAi	Precision Digital Networks	SAS Institute, Inc.
Ntirety	Premier Inc	Sasol North America, Inc
Nura Inc.	Profund Advisors LLC	SavantSoft Technologies
Ocean	Progenra Inc	Savvis Communications Corporation, A Missouri Corp
Ochsner Foundation Clinic	Prolexia	SBLI USA Mutual Life Insurance Company, Inc.
Olson Company	PROMETRIKA, LLC	Scheidt & Bachmann USA Inc.
OMERS	Property Condition Assessments, LLC	SED Systems CND
ON24	Pro-Tech Solutions	SeeCommerce
Ontario Mutual Insurance Association	Protein Design LABS Inc	Sees Candies
Openwave Systems	Proudfoot Consulting Company	Sendthisfile
Optec Incorporated	Psion Teklogix Incorporated	sentori
Orchesys	QCorps Residential, Inc	Seriosity
Orvis	Quadrem	Seven Space
Pacer International Inc.	Qualcomm	SGGEE
Pacific Coast Builders	Qualys, Inc.	SharedBook Inc.
Pacific Coast Companies, Inc	Quest Diagnostics	SHPS
Pacific Coast Tariff Bureau	Qvine Corporation	Siemens
Pacific Maritime Association	R&B Inc.	Siena Tech, Inc.
Paciolan	Radixx Solutions International, Inc.	Sierra Design
Packeteer	Rally Software	Sig Sauer, Inc
Paisley Consulting	Realogy Franchise Group	Silicon Image
Panavision International, LP	Rearden Commerce	Silicon Valley Bank
Panhandle Eastern Pipe Line Company	Recordsoft LLC	Siterra
Patrick J. Thomas Agency	Reliance Standard Life	siterraNuvelo
PayDay One	Reliant Web Hosting Inc	Skye Group Inc.
Pegasus Logistics Group	Relsys International	SkyPilot Networks, Inc.
Pensacola Christian College	Restoration Hardware	Smart Technologies
Perfection Bakeries	Route 1	Software Center
Perot Systems Corporation	RouteOne LLC	Solutions for Tomorrow
Petco	Rubicon Trading Group	Somas House & Electronics
PFPC International	RubiconSoft Corporation	Sonic Automotive
Pharmasol Corporation	S4 Software, Inc.	Sony BMG
Pillar Data Systems	Saba Software	Southern Research Institute
Plasmanet	SAIC*	Southside Banshares Inc
Plimus	Salt River Project	Space Coast Credit Union
PLM Trailer Leasing	SanDisk	Speak! ESL
Plug & Pay Technologies, Inc.	SANS Institute	Spooner, Inc.
Polyone Corporation	Sara Lee Branded Apparel	SPX Global Information Services

ERP &amp; CRM

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ORACLE FUSION MIDDLEWARE

SOFTWARE LICENSING

DATABASE ADMINISTRATION

MANAGED SUPPORT

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MIDDLEWARESOFTWARE  
LICENSINGDATABASE  
ADMINISTRATIONMANAGED  
SUPPORTSTAFFING  
SERVICESIDHASOFT-ORACLE  
CONTACT LIST

SST	The Morningstar Tomato Company	Verinform Systems, Inc
St. Luke's Episcopal Health System	The Preferred Group	Verticalnet
Stallings Group	The Printing House Inc	Vertis, Inc
Starwood Hotels	The Sports Club	ViaMD
Statdata, Inc.	The Vertek Corporation	Village of Ridgewood
State of California - AOC	The Windermere Group	Visto Corp
State of Mississippi	Therap Services	Vivotech Inc.
Stennis Space Center	Thums Long Beach Company	VM Services
Stephen Computer Services	TIBCO Software Inc.	VoloMedia Inc.
Stewart Blood Center	Time Life, Inc.	Vulcan Inc
STOS Consulting	TJ Inc.	Wagstaff
Stratascope	TLContact Inc	Walsworth
Structured Systems CA	TOG	Washington Group Intl
Stuart Olson	Toshiba of Canada Limited	Washington Liquor Control Board
Student Assistance Foundation	Total	WebAMG
Suburban Propane	Trader Joes	Weber Distribution
Successfactors	Transamerica Reinsurance	Website Pros
SunGard Corbel	Tribal Fusion	Welch Business Systems
Superior Anhausner Foods	Trizetto Group	Wells' Dairy, Inc.
Surewest Communications	True North	Wendy's
Swift Brands	TW Storage	West Penn Allegheny Health System
Symantec Corporation	UDP	Westar Energy
Symbio Research	UFCW	Western Communication, Inc
Synerject	Unical Aviation	Western Health Advantage
Synovus Financial Corp	United Clinical Laboratories	Wilbur-Ellis Company
Tampa Electric Company	University of California, San Diego	Window City
Targa Resources	University of California, San Francisco	Winery Exchange
Tech Alt	University of Toronto	Wizdom Microsystems, Inc
Technicolor	Univision Communications	Workflow OS
Telegent Systems, Inc.	Univision Management Co.	Worldspan
Telesat Canada (CND)	Univision Network	World'Vest Base Inc.
Tentoe, Inc.	Upoc	Xontech
Terida Systems Inc	US Army Redcom	Xperex
Terumo Medical Corporation	US Courts	XTO Energy
The Academy Of Model Aeronautics, Inc.	USFilter	Ybos Corporation
The Bahamas Telecommunications Company Limited	Utica Mutual Insurance Company	Yet2.com
The Beck Group	Utilities International	Yokogawa Corporation of America
The Deal LLC	Valley Oak Systems	YRC Worldwide
The Great Atlantic and Pacific Tea company	Varian Medical Systems	YSI, Inc.
The Logical Choice	Velocity Express	Zantaz, Inc
	Ventronix	Zytax, Inc

# Our Experts

**Ashu Gupta**  
**Executive Vice President, Oracle Services**

Prior to Idhasoft, Ashu founded Ubex Corporation with the vision of helping companies achieve business transformation by using enterprise systems. With over 17 years of experience in the industry, Ashu brings with him a wealth of technology and management expertise. Under his leadership, Ubex grew to become a strong client-focused firm providing premier consulting services to companies that are market-leaders in their industries. Before founding Ubex, Ashu worked at Oracle Corporation for seven years and he was instrumental in the development of many advanced technology features in Oracle Applications. Ashu holds a Masters degree from the MIT and a Bachelors degree in Engineering from the IIT Bombay.

**Neeraj Chaudhry**

As a highly experienced Senior Oracle Applications DBA, Neeraj Chaudhry is responsible for DBA services from pre-sales perspectives. With 11 years of experience in Database Administration, Oracle E-Business Suite implementations, IT strategy, planning, pre-sales consulting, service delivery and project management, Neeraj has helped our customers in reducing costs by implementing best DBA practices and implementing strategies to maximize the value of IT investments. Prior to joining Idhasoft, Neeraj held various roles in Database and E-Business Suite management at Fidelity Investments and Oracle Corporation. Neeraj holds degree in Engineering and Oracle DBA Certification in 10g.

**Amit Kumar**

Amit is Principal Applications DBA at Idhasoft. With 10 plus years of experience as Apps DBA across multiple software organizations, Amit has built a strong expertise in Production Support, Oracle RAC and Apps Performance Tuning. Prior to his position at Idhasoft, Amit held Lead DBA position at Oracle Corporation. Amit is an engineering graduate of one of the best colleges in India - BITS Pilani and he currently resides in California.

**Mitul Choudhary**

Mitul is senior consultant DBA for database Services. Mitul brings in 8 yrs of Oracle DBA experience. He is responsible for supporting Oracle databases, E-Business Suite 11.5.x to R12 and RAC environments. His technical support and request turnaround times are continuously appreciated by all the clients. His expertise in implementing disaster recovery strategies & High-Availability solutions has been well appreciated by our customers. Prior to joining Idhasoft, Mitul worked as Oracle DBA for GE Insurance in US & UK and also worked with major telecom company in India. He holds Bachelor's degree in Computer Science and is Oracle Certified professional in database administration.

**Raj Sharma**

Raj has 11 plus years of comprehensive experience in the field of Oracle Database Administration. He is working as Sr. DBA consultant for offshore DBA team. He is proficient in Oracle Application DBA as well. He has worked with global customers and participated as lead DBA in several end to end large oracle application implementation projects. He also has expertise in advance DBA areas such as RAC, Data guard, OID & GRID control configuration. He is Oracle certified professional and graduated in computer science engineering.

**Scot Conrad**

Scot is the Operations Director for Database Services, having joined Idhasoft in August of 2007. A graduate of Purdue University with a B.S. in Computer Technology, Scot has over 22 years of IT experience with the last 18 years being focused on the Oracle RDBMS and related technologies. Scot is an Oracle Database Administrator Certified Professional and has primarily worked in the role of an Oracle DBA but has also worked as a Development Project Manager, an Oracle Security Lead Analyst on several Sarbanes-Oxley compliance projects and as a DBA Instructor working for Oracle University. Prior to joining Idhasoft, Scot founded Orion Database Consultants, Inc. in Feb, 1999 and worked with many fortune 500 firms across various sectors and government entities.

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# About Company

Idhasoft is a software products and IT services provider serving enterprise customers in the United States, Europe and Asia.

With a reputation for high quality and reliability, Idhasoft provides a range of IT services, from Software Application Development and Strategic IT Consulting and Implementation of Enterprise-wide products including Oracle, SAP, Cognos, TIBCO, PKMS, Yantra, JDA, Hyperion, Business Object, Siebel, BEA etc.

## Our Vision

“Our goal is to be a global world-class organization that provides best-of-breed localized business and technology solutions, with continuous innovation and quality backed by best-in-class people”

## Our Vertical Expertise Domain

- ▶ Manufacturing
- ▶ Pharmaceuticals
- ▶ Energy
- ▶ Wholesale Distribution
- ▶ Telecommunications
- ▶ Banking & Capital Markets
- ▶ Industrial
- ▶ Semiconductor
- ▶ Trade Industry
- ▶ HealthCare
- ▶ Technology & Media
- ▶ Government
- ▶ Education

## Development Centers

Idhasoft offers Data Centers, Quality Assurance & Testing Labs, and Technology Innovation and Research and Development Labs. Our facilities are located at : Atlanta, Redwood City, Irvine, New Jersey in US and Hyderabad, Delhi, Mumbai in India.

## Our Services

The services provided to the clients are as follows:

- ▶ Management / Strategic Consulting / Business Process Reengineering
- ▶ Business Intelligence and Data Warehouse Solutions
- ▶ System Integration using Various Middleware and B2B Technologies
- ▶ ERP / Third Party Product Development / Maintenance / Upgrades
- ▶ QA / Application Testing Services
- ▶ Enterprise Wide Application Integration Services
- ▶ Customized Application Development
- ▶ Onsite / Application / Management
- ▶ Offsite / Database Management
- ▶ QA / Application Testing Services
- ▶ IT Consulting

## Our Oracle Practice

As a Certified Oracle Partner, Idhasoft's Oracle practice offers extensive services for our customers who are purchasing, implementing, monitoring, and maintaining medium to large Oracle environments.

Our core services include expertise in:

- ▶ Packaged Enterprise Applications
- ▶ Business Intelligence
- ▶ Service Oriented Architecture (SOA)
- ▶ Oracle Fusion Middleware
- ▶ Software Licensing
- ▶ Database Administration Services

*“All looks good. Feels great to get this behind us with the upcoming go-live being just around the corner. I know the Data Guard setup and testing is billable but I still very much appreciate the blood, sweat, and tears you put into setting us up for Data Guard and validating that everything is working as designed. Good news travels fast - upper management in our company were very pleased regarding how well the testing went. Great job!”*

*Alex C. Durosky, Unix / Database Administrator,  
International Shipholding Corporation*

*“From the first day we met, the Idhasoft team have been straight shooters, and delivered what they said they would. Always focused on the deliverables and what's best for us, has been the operating mode for Idhasoft. We were looking for a partner rather than just a vendor, and Idhasoft became just that.”*

*Robert Knight, IT Director  
Hugoboss*

## Disclaimer

The purpose of this Memorandum is to provide background information to assist the recipient in obtaining a general understanding of the Company.

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