



# MANAGED SERVICES

Infosemantics retains a broad base of functional and technical subject matter experts, and helpdesk personnel across the United States and the Philippines, providing 24/7 support to our clients around the globe 365 days a year. Seniority, specialization, and communication skills differentiate the Infosemantics team from larger support teams who seek to be “all things to all people.”

## HEADQUARTERS

2605 Sagebrush Drive  
Suite 207  
Flower Mound, TX 75028  
info@infosemantics.com

## POWERED BY OUR PEOPLE

Our strength lies in our people – a talented and experienced team of consultants who quickly become an integral part of our customer’s teams – providing streamlined advocacy, and engineering solutions.



### PARTNERS



### AWARDS



### GOVERNMENT DESIGNATIONS



TX STATE HUB VENDOR

## DATABASE ADMINISTRATION SERVICES MICROSOFT SQL SERVER & ORACLE RDBMS, E-BUSINESS SUITE

- *Applications Database Administration (DBA) Services*
  - Full System Assessment
  - Database and Application Systems Availability and Conditional Events Monitoring
  - Ongoing Database Support and Maintenance
  - Proactive Performance Tuning and Management
  - Timely, Detailed Daily, Weekly, and Monthly Information Reports
  - Problem Resolution Support
  - Continual System Review
  - Security Policy Review

### *Technical support services including development of*

- Customizations
- Extensions/Personalizations
- Code debugging and Issue Resolution
- Forms/Reports Development
- Application Integration, SOA Integration

### *Functional support including issue resolution, configuration changes, and new module implementation*

## BUSINESS INTELLIGENCE

- Oracle Business Intelligence (OBIEE) and Oracle Business Intelligence Applications(OBIA), Oracle Business Intelligence Cloud Services (BICS)
- Teradata Decision Experts
- Extract, Transform, and Load (ETL) expertise - Oracle Data Integrator, Informatica
- All service levels I, II, and III support