

Managed Consulting Services

You face a variety of challenges from reduced IT budgets to increased regulations. Overcoming these challenges are often complicated by factors such as limited staff and a lack of specific technical expertise. This is where House of Brick's Managed Consulting Services (MCS) comes in. Our MCS offerings are designed to provide ongoing, proactive, 24x7 support for clients that either need "burst" DBA capacity or specific niche technical expertise.

House of Brick is not your typical Managed Services provider. Our pool of talented consultants focus on proactive long-term solutions to address business problems. They understand not only the database layer, but also the underlying infrastructure that supports it. House of Brick's consultants offer clients their time, expertise and mentorship to help them achieve their business objectives.

customer BENEFITS

- 24x7 access to the House of Brick on-call team as needed
- Access to House of Brick's web-based ticketing and case management system
- Regular conference calls with an account manager
- Monthly detailed report of provided services
- Optional proactive monitoring/alerting with an interface to web-based ticketing and case management system

qualifying QUESTIONS

Is House of Brick's Managed Consulting Services right for you? The following questions may help you decide.

- Is your team missing certain niche expertise that is keeping you from meeting your organization's goals or objectives?
- Are you looking to provide your team with additional assistance/support?
- Are you interested in expanding your team's technical knowledge through mentorship?
- Does your staff frequently have weekends and vacations interrupted to support production problems?
- Is your team distracted by on-call and day-to-day support?
- Is your team too busy to get started on projects?
- Are you looking to move to the next release of your database?
- Is your team a team of one?

flexible OFFERINGS

- Minimum packages start at 10 hours of support a month
- Unscheduled support over monthly allotment is available at an additional hourly rate
- Clients who elect to have HoB respond to system alerts can choose to have their alerts routed to the HoB ticketing system or to their internal team

typical SERVICES

Managed Consulting Services from House of Brick provides clients with the option to balance their needs for unplanned, emergency support with proactive support and project based services. Common tasks for House of Brick Managed Consulting Services include:

- Database upgrades
- Database and operating system patching
- Critical alert management
- Backup set-up, maintenance, and management/verification
- Disaster Recovery Assessment
- Space management
- System health checks and performance analysis
- Test restores and cloning test/dev from production
- vSphere upgrades

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