

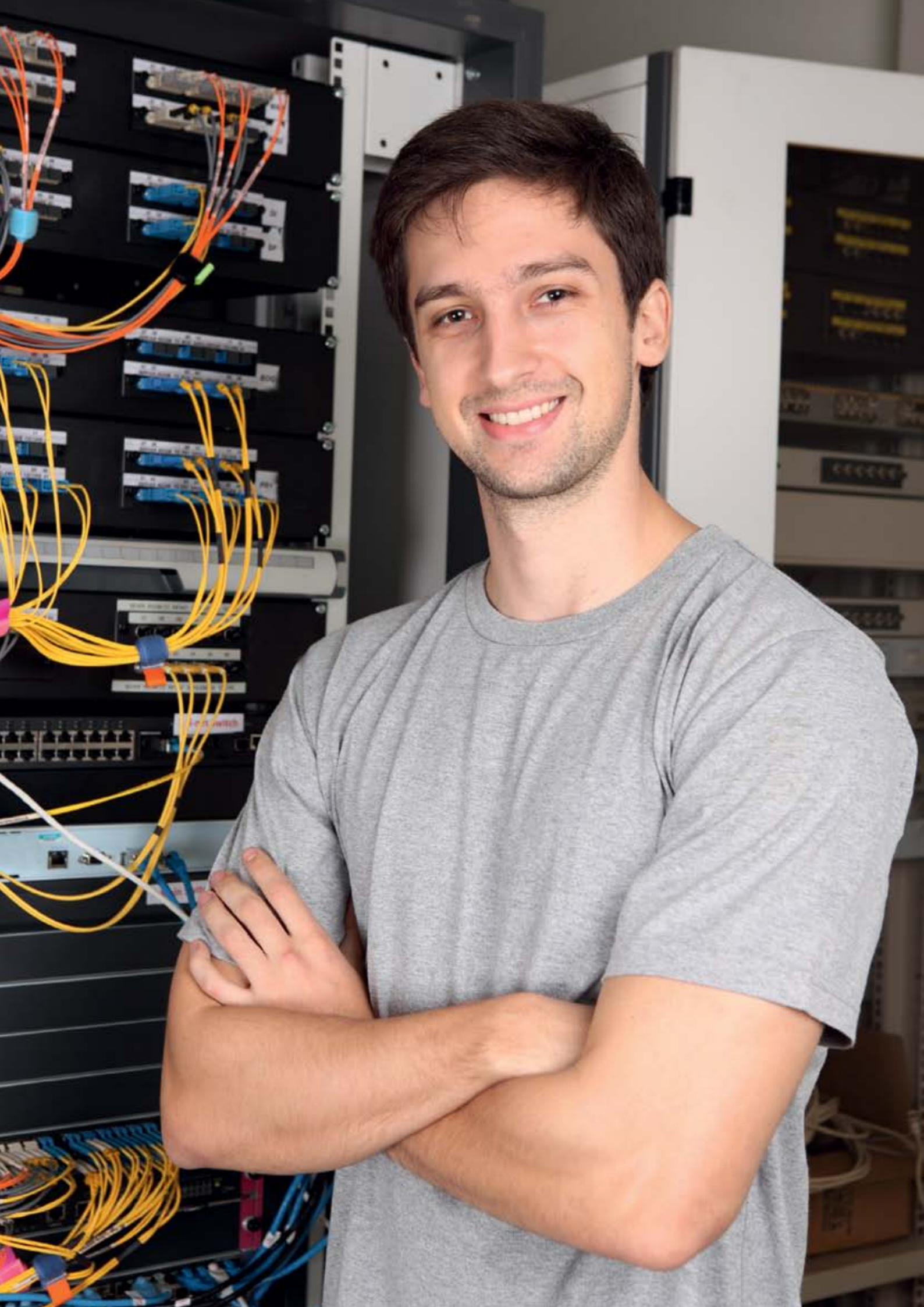
competa™

SUPPORT

Concentrate on business, forget about operations



'Connecting business and technology since 1997'



Competa provides manpower and support for the most demanding customers

Service Level Agreements tailored to your exact requirements ensure business continuity at all times. Concentrate on business, forget about operations.

Service information

Fill the gaps in your team with exactly the right level of support, available on-demand

Technologies

Certified support for Oracle, Unix, Linux and other systems that you have difficulty supporting yourself

Featured Case Study

Competa helps the Dutch Government maintain cost-effective service availability

We're different

Tailor-made contracts, mixed service delivery including on-site, off-site and training

Service information

Support services for business continuity

Competa supplies manpower any way you want. We can supply staff on a temporary basis, or provide complete or partial outsourcing of systems and services with service level agreements. Either way, you will be supported by a team of experts who are local and who know your company and site configuration.

Tailor-made services

What you need, only when you need it

We supply tailor made solutions because every business has different demands. After listening to your specific problems and requirements we will make a proposal for a support plan that addresses all of your issues.

You will be supported with exactly the right staff and service level agreement for your business

We make it our business to support systems that may not be part of your core IT strategy, or platforms that you have difficulty in supporting yourself. We are just as happy to support smaller environments not requiring full time administrators as we are to help large customers with selective outsourcing of key infrastructure components.

You will be supported with exactly the right staff and service level agreement for your business. We will provide a combination of remote monitoring and maintenance, on-site visits and call-out arrangements as required.

Flexible Expertise

Support from the best of the best

Competa provides fully-certified professional support and flexible service options. We can provide or supplement on-site administrators, DBAs and developers, and provide backup for regular staff.

But we are much more than an "IT job agency", and are not limited to just providing hourly-paid consultants. As your needs change our services can change too, providing exactly the right kind of service you need to fit your business.

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For example, following successful implementation of a new project you may wish to train your own staff to run the new service, or outsource on-going support completely. Competa can help with these things and will not lock you in to inflexible or expensive "standard" services.

Technologies

Enterprise computing platforms

Competa Support is available covering a wide range of modern technologies. Examples of technologies supported include:

Operating systems and storage

Support for all Unix and Linux platforms and storage systems

- Unix: AIX, Solaris, HP-UX, *BSD, OSX, legacy Unix systems
- Linux: RedHat, SuSe, Debian
- Microsoft and Unix/Linux integration
- Storage: SAN, NAS, EMC, HDS, NetApp, Sun/StorageTek
- Virtualization: KVM, Xen, VMWare, Zones, LDOMS, LPAR

Databases and middleware

Support for all major database and middleware products and technologies

- ORACLE, ORACLE Applications and ORACLE SOA ESB suite
- MySQL and Postgress
- BizTalk
- Websphere MQ
- Synapse
- Identity Management, LDAP, Open LDAP
- HSM, Archiving, Content Management products
- Backup and Restore: tape robots, software e.g Legato Networker, BakBone NetVault, Symantec Veritas Netbackup

Web applications

Application management and support, including bugfixing and upgrades

- based on MVC Frameworks
- Django, Zend, Symphony, CodeIgniter, Rails, Spring, Hibernate, .Net, jQuery, Qooxdoo
- Flash, ActionScript, AJAX
- PHP, Python, Perl, C#, Java, JavaScript

Networking

LAN and WAN support, traffic analysis, pro-active monitoring and problem resolution

- Cisco, Juniper, Foundry, Extreme
- VPNs, Firewalls, Checkpoint
- Wireless, MPLS, ATM, Ethernet
- OpenView, BMC Patrol, Tivoli, Big Brother, Nagios, NetSaint





Featured Case study

Competa provides mixed services to improve infrastructure

The business problem

A Dutch government organisation manages large amounts of sensitive information and relies on 24 x 7 uptime of secure databases. Core IT systems needed upgrading. Requirements included high uptime and reliability, future scalability and ease of maintenance.

Competa services and solution

Competa consultants designed, built and implemented a completely new environment based on SuSE Linux running on HP servers and connected to EMC storage. The system was designed specifically to accommodate large ORACLE database instances and equipped with monitoring software and multiple levels of redundancy to ensure operational reliability.

Requirements included high uptime and reliability, future scalability and ease of maintenance

One of our senior consultants trained government staff to perform routine systems maintenance, and a Competa On-Demand support contract is in place to cover third line support and disaster contingency.

The result

By taking advantage of a combination of consultancy, training and On-Demand support services, the Dutch government has improved IT infrastructure performance and scalability, and ensured cost-effective operational reliability.

The Dutch government has improved IT infrastructure



Competa provides fully-certified professional support and flexible service options

We're different

Customer-driven service provision

We've thought carefully about how we can be flexible and help customers in ways that really fit their particular circumstances, no matter what they are. We create solutions to your particular problems, rather than supplying standardised services that may not match exactly. Here are some examples of how On-Demand services can fit your needs better than standard offerings:

Support

Smoothing the peaks in workload

Sometimes systems are stable, and your own staff can handle the routine systems administration tasks. The problem is how to deal with infrequent tasks or peaks in workload, such as performing upgrades and bugfixes, or recovering from a disaster.

We are happy to come on-site for regular meetings with end-users and IT management

Competa can provide a 3rd-line call out service, where we give guaranteed response to perform the infrequent tasks you need additional help with.

Supporting users

As well as equipment

Companies offering remote support usually provide just that - remote support. Dealing directly with users, face to face, is usually not possible. This can be inefficient and may lead to poor service.

If you choose for Competa to provide remote support we are happy to come on-site for regular meetings with end-users and IT management. In this way we can deal with problems quickly and efficiently, and make sure that you receive exactly the support you want.

Growing your staff

Smart training

Often customers would like to support new systems themselves, but staff might currently lack the skills to do so and there is not enough time to fully train them.

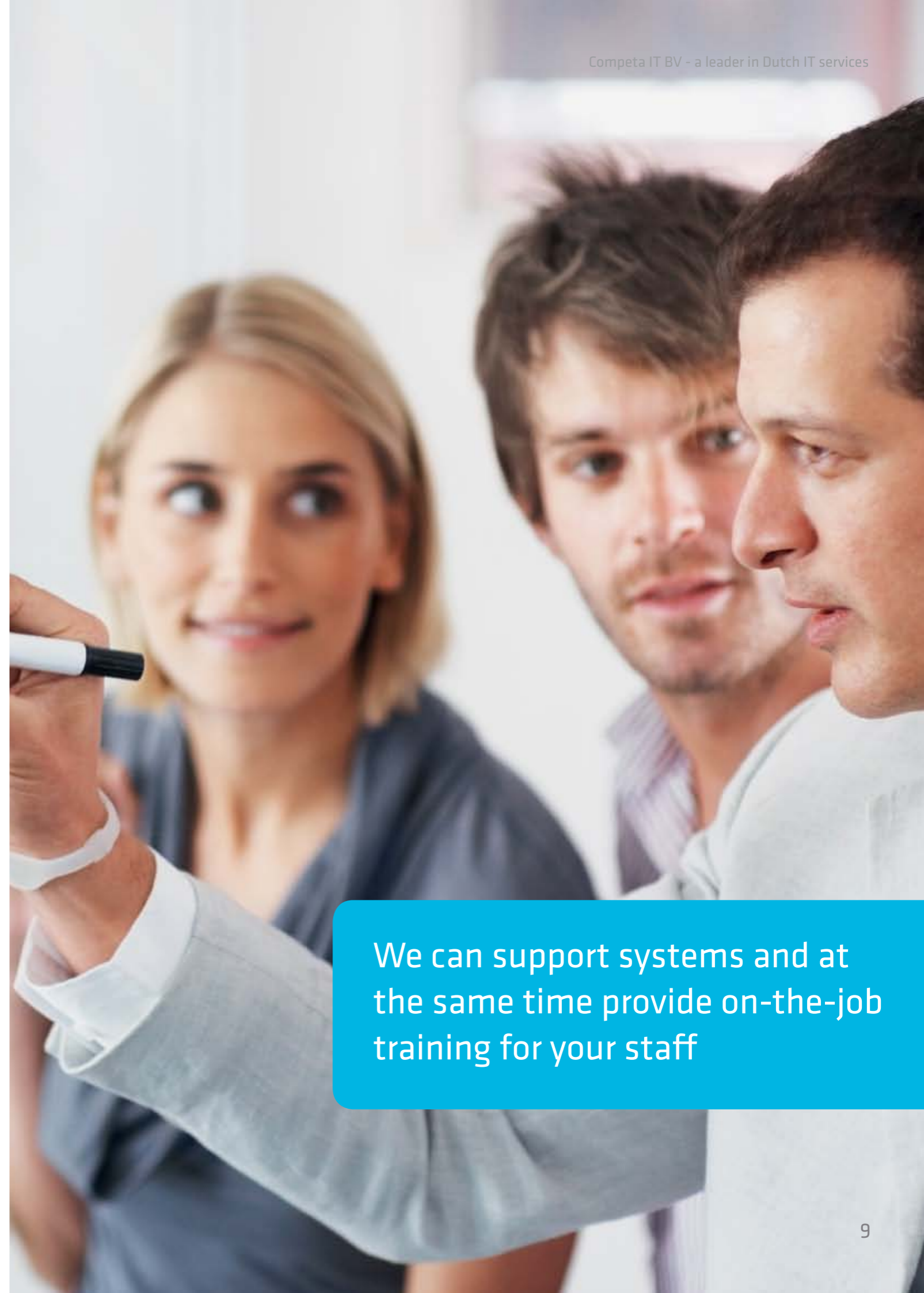
We can support systems and at the same time provide on-the-job training for your staff. Once your own support staff are up to speed we hand back control, providing backup if you need it at a later date.

Stay in control

Keep control of your data

You might want to outsource support, or have support conducted remotely. If you choose for Competa to remotely support your systems, the equipment can remain on your site if you want. This means that you can remain in control of the physical security of your equipment and data.

Should you ever wish to in-source support or end the contract there is no physical migration to worry about. Unlike hosting or co-location, handover to your own staff or a new service provider is simple and painless.



We can support systems and at the same time provide on-the-job training for your staff

Our Services

Technology expertise delivered through multiple service lines

Competa delivers enterprise information technology solutions to support customer business via a number of complimentary channels. Please see the separate service brochures for each of the following services

Vision

“A future where technology is fully utilised and businesses are able to benefit from all of the advantages that technology can bring”

Mission

“To enable business with information technology, translating business challenges and ideas into working technical solutions”



Consulting

Independent, objective and unbiased advice

Problem solving, systems architecture, advice on vendor, technology and product selection



Development

Software and systems that do exactly what you want

Flexible development services delivering working solutions with on-going support and training



Support

Concentrate on business, forget about operations

Fill the gaps in your team with exactly the right level of support, available on-demand



Training

Growing your assets and improving your performance

Focused training, tailored to your specific learning requirements and infrastructure



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