



## FACTSHEET

### Technical Support Services

As the recession continues, many organisations are being forced to review headcount, budget and support staff overheads. Support of IT systems is essential but may not require full time staff. Did you realise that your organisation could reduce IT Support costs by 25% per annum by outsourcing?

Pulsion Technology, a leading independent provider of bespoke IT solutions and Consultancy, can offer cost effective packages tailored to meet the diverse needs of your business.

We can provide customised support service packages, each specifically designed to give the support you need to ensure your systems achieve and exceed uptime targets. These include:

- » DBA Support Services
- » IT Systems Support

### Database Administration Support Service

Many businesses find that quite often it's not economically feasible to employ specialised IT support staff on a permanent basis. At Pulsion we can provide our clients with first class flexible technical support to work alongside your current IT team at a competitive rate, and provide them with the "peace of mind" that their systems will be monitored by a team of certified DBA's.

Our technical support team are both Oracle and Microsoft SQL server accredited and provide:

- » 24/7 SQL & Oracle Support and Monitoring
- » Remote Database Administration
- » Daily Performance Monitoring
- » Database Migration
- » Upgrading, Patching and Log Checking

### IT System Support

Pulsion provides proactive 24/7 support for Microsoft SQL and Oracle databases, as well as providing both responsive ad-hoc support and routine maintenance checks and upgrades. With our capabilities in using expert resources, it allows us to ensure your company's IT environment is continually performing to optimal levels.

Our support services include remote database administration, database design and enhancement, installation/upgrade, backups/ restoration and performance and capacity management. We also provide:

- » SQL/ Oracle Troubleshooting
- » SQL/ Oracle Consulting
- » SQL/ Oracle Performance Tuning
- » Disaster Recovery Hosting

### Pulsion Can Provide

- » cost effective bespoke systems support packages
- » in depth knowledge of Microsoft SQL and Oracle
- » ad-hoc responsive fault support
- » experience of providing technical support to organisations large or small
- » highest standard of services available at a competitive price
- » a service that will unleash the potential of your IT environment



*"Pulsion Technology has been a trusted supplier to Ignis Asset Management for a number of years now. During recent organisational and acquisition changes within Ignis, we required additional technical DBA resource. We knew we could rely on Pulsion to provide this quickly and with the quality we needed. We have once again been impressed with the reliable and efficient service Pulsion has provided."*

*Martin Boylen  
Head of Operational Support & Services  
Ignis Asset Management*



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### Oracle and Microsoft SQL Accredited

Pulsion Technology's continued success is firmly based on the experience and capability of our people. We invest heavily in training and have a number of highly accredited Oracle and Microsoft SQL Consultants available to provide support directly or as an extension of your team.

For a number of years we have retained both Oracle and Microsoft Gold partner status and are well regarded as leading partners in the UK. This enhances our total service provision and ensures we provide best of breed solutions and services to meet your business needs.

### Multi Access Support

Internal support through a remote delivery model allows companies to focus on other strategic projects. We provide our clients full secure support in a number of ways:

- » Telephone Support
- » Web based support
- » Maximum efficiency 24/ 7 support
- » Proactive Administration
- » IT Helpdesk support

### Technical Skills

In addition to our database services we have a wide range of skills including the following main development languages:

C# .NET, ASP.NET, VB.NET, Java, Oracle, SQL, PHP.

We also use best practice methodologies, such as Prince 2 for project management and operate in an accredited Quality Management System environment.

### Current Clients Include

We provide support services to clients large and small. Key clients include:

- » Citizens Advice Scotland
- » Scottish Property Holdings
- » Response Handling
- » Sweeney Kincaid
- » Edgen Murray
- » Premier Alloys
- » Russell Jones & Walker

### About Pulsion

Pulsion Technology Ltd is a Glasgow headquartered IT company with a thriving client base across the public and private sectors. Incorporated over 13 years ago, we specialise in bespoke software development, integration, consultancy and support services. We have developed a number of successful software solutions including Caman Case Manager and eSquiggles data collection software.

### Case Study

Scottish Property Holdings (SPH) is a long standing client of Pulsion Technology. As well as providing software development, Pulsion acts as an outsource partner for SPH's DBA support.

**ONESEARCH**

**Direct**

*"Pulsion Technology provides us with additional cover to our available in-house resources. They have the flexibility and the ability to proactively maintain our databases either on site, or from a remote location. We have an established and successful partnership, which will hopefully continue. We gained the benefit of their experience and knowledge through a competitive fixed price."*

*Stuart McWhinnie  
Director of Technology and Business Development  
SPH Onesearch*