

# Hengtian Data Management Service



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## Overview

Increasing complex business process and IT requirements require organizations to gather and retain data assets. Organizations face mounting pressure to reduce costs and better manage a complex multiplatform database infrastructure by continuing to optimize the growing data assets.

**Hengtian DMS (Data Management Service) Group** was founded with a goal to provide high-quality global data management service to clients worldwide. The group provides and delivers a set of DBMS solution, including Enterprise Data Architecture, Data Analysis and Design, DBMS Upgrades and Migration, Database Security& Backup Service, Database Performance Analysis and Tuning etc. With better DBA expertise and value-added service, **DMS Group** has supported over 700 production database servers of Oracle/DB2/Sybase/SQL/MySQL, located in the US, EMEA and APAC.

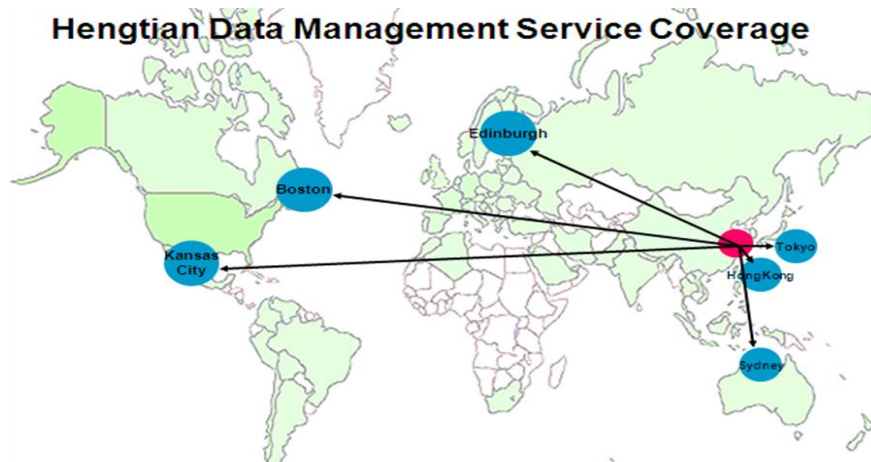


Figure 1 Data Management Service Coverage

## Who We Are

Hengtian's predominant portions of employees include the top and the best from Zhejiang University, with whom Hengtian is closely affiliated. The staff in Hengtian is very educated; 48% of all employees hold Master degrees while 8% hold Ph.D.'s in Computer Science related fields. Hengtian utilizes accumulated knowledge from an international team of Oracle, SQL Server, Sybase, DB2, MySQL.

**DMS Group**, comprised of these certified database specialists, has rich experience on multiple database products on various platforms.

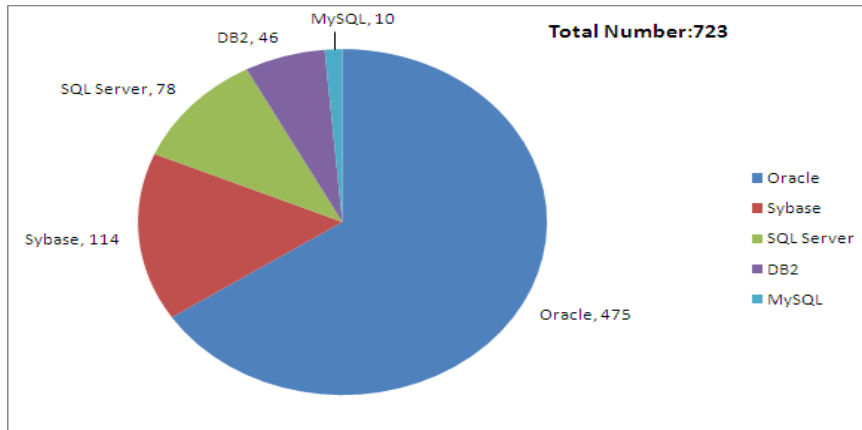


Figure 2 Current Database Inventory

Database	Major Versions	Platform
Oracle	8i, 9i, 10g, 11g	IBM AIX, SUN SOLARIS, HP-UX, Linux , Windows
SQL Server	2000, 2005, 2008	Windows
Sybase	12.5, 15.0	IBM AIX, SUN SOLARIS, HP-UX, Linux, Windows
DB2	8.2 , 9.5, 9.7	IBM Mainframe, IBM AIX, SUN SOLARIS, HP-UX, Linux , Windows
MySQL	4.1, 5.0, 5.1	IBM AIX, SUN SOLARIS, HP-UX, Linux , Windows

Figure 3 Database &amp; Platform Matrix

We treat your data with the utmost care and concern. Database security ensures the encryption of sensitive data, control of access to the data and prevents access by unauthorized users. Additional, our backup solutions will establish the means to restore databases according your organization policies. Hengtian has corporate information security policies in place, which meet the information security requirements and expectations of both our clients/partners /employees and ISO 27001/27002 specifications. ISO27001, a widely accepted standard for information security all over the world, has been adopted by many international organizations.

With rich experience in the financial industry, we have full understanding of your need to protect your data. We know how to get the most out of your database investment, and we've got the best tools to make it happen.

Our team has the knowledge and resources you need to meet your challenges. Let your competitors spend their time finding and keeping adequate DBA talent while you enjoy the best.



## What We Provide

The diagram below describes the service scope our DMS group provides to help organizations keep up with its diverse needs. We believe our professional services will meet your requirements.

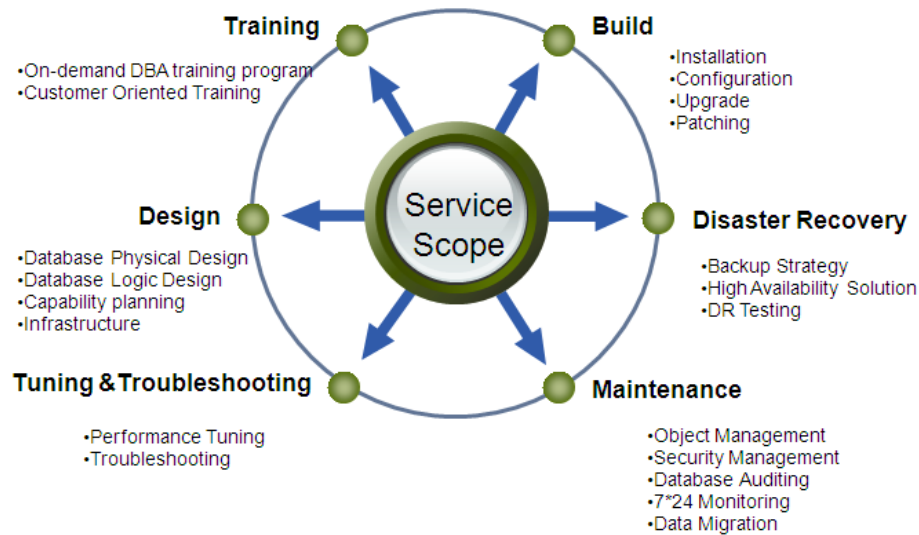


Figure 4 Service Scope

Architect, implement, enhance and support an enterprise-class database infrastructure capable of managing databases:

- Architected to meet the needs of the complex business environment
- Well analyzed and designed & fully documented
- Secured and access control according to Corporate Information Security standards
- Available, recoverable, and responsive according to established service levels
- Stable and reliable database migration and upgrades
- Optimally managed in a cost efficient manner
- Managed according to established infrastructure standards
- Guidance for disaster recovery planning
- 7x24 database production maintenance
- DBA support for development initiatives
- DBA training program

## How We Work

Our solution can be adapted to monitor databases based on client requirements. We build a service request system which provides Web-UI to allow clients to submit service request conveniently.

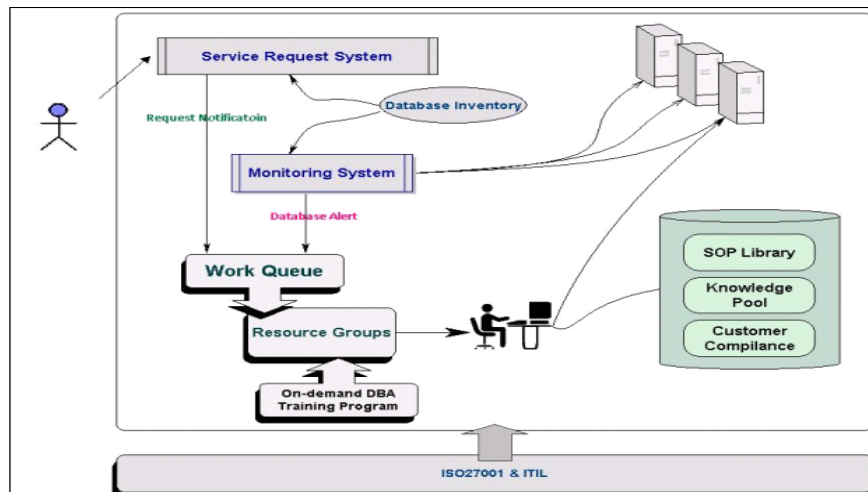


Figure 5 Work Flow

- All service requests and the monitoring alerts from clients will be put into the Hengtian DBA work queue.
- Base on priority and work content, requests and alerts will be assigned to each DBA. The Customers Compliance and Technical Knowledge Pool, a knowledge center containing SOPs, has been built to help our DBA provide quality service to our clients.
- Using a secure high-speed VPN (Virtual Private Network), we connect directly to your remote IT environment. This gives us secure access to the database as if we're sitting in your office.

We provide 24x7 call support; no matter what the time our DBAs are awake and ready to go. Our team ensures that your databases are up and running in 365 days. Any emergency request is responded to within 15 minutes according to our SLA. Our to-the-hour time tracking ensures the time you pay for is time spent actively working.

## Why Choose Us

- Better DBA Expertise and quick response to trouble shooting.
- 24x7 call support and value-added services.
- Improvement of data quality and availability.
- Optimization of data assets by leveraging and reusing existing data assets.
- Reduction of client need to hire and train costly experts with related technology and skill sets to work 24h a day.
- Maximization of returns on expenditures with cost effective and improved business processes.

## Our Commitment

Inigma Hengtian Software Ltd. (Hengtian), a professional outsourcing service provider, has successfully provided data management services to 700 servers located in the US, EMEA and APAC. We believe in implementing technology that transforms our client's business environments. That's why we offer our services to a focused set of industries where we have developed domain and deep experience and expertise. With these strong advantages, Hengtian can advance your business goals by providing what we are good at: secure management of your data assets. Your success is our success.