
Custodian*24 React

More information

Please contact Keltec for additional information about **Custodian*24 React** or to request a quote for your business:

P: +44 (0)121 308 6100

W: www.keltec.co.uk

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Introduction

Custodian*24 React offers a low cost, high value support option to clients requiring 24/7 support for their databases, OS and applications.

Definition

1. React is defined as a collection of Support Units available on one or more databases for a period of 12 months.
2. Each unit covers the period of time from when RDB Concepts is contacted through to when the issue has been resolved.
3. A Unit is exclusively for system issues and therefore cannot be substituted for consultancy such as migrations and upgrades.
4. **Custodian*24 React** is available in 5, 10, 25 and 50 units and can cover all aspects of the customers environment from the servers to the databases and applications. Further databases may be added if requested.
5. A Unit is classed as exhausted whether the issue is resolved over the phone, remotely, via an onsite visit or requires third party intervention (such as a call logging with Oracle Corporation).

How it works

Custodian*24 React as suggested by its name is totally reactive – we must be contacted as no monitoring or system checking is provided with this option.

Once contacted, support is initially provided through a remote connection. If it is not possible to resolve the issue in that manner, a consultant will be sent to your site within a sensible time frame.

Each Unit is available 24 hours, 7 days a week. You will be provided a support number, email address and escalation procedure upon receipt of a purchase order. At that time, the service will commence.

If a problem is determined not to relate to the environment supported RDB Concepts involvement terminates and the Unit is classed as exhausted.

Keltec – Managed and Support Services

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Purchasing Custodian*24 React

The procedure to purchase a Call Pack differs slightly between our existing clients and new clients;

Existing clients are able to purchase units to cover additional databases or to supplement current support packages. As the required infrastructure will already be in place for connectivity, etc nothing further will be required.

The procedure for new clients, whose systems are completely new to Keltec and where connectivity has not been yet been established, require a Health Check to enable a complete set of working documents to be established. Depending on the number of databases and or servers involved, this would normally take one day.

In all cases, should additional Units be required they may be purchased at any time.