

## What is UniVirtual Solutions?

UniVirtual Solutions is a *complete* IT Consulting and Management Company.

Experienced Professionals Specializing in:

- **Remote Database Administration (DBA)** - Oracle, SQL Server, MySQL
- **Managed IT Services (Choice Solutions)** – Managed Databases, Managed Servers, Managed Network Devices, Managed Desktops, Supplemental Services
- **Virtualization** – Consulting and Implementation of Virtualization (Servers, Storage, Desktop, Application)
- **Consulting** – Remote DBA Consulting (Oracle, SQL Server, MySQL), Virtualization Consulting (Server, Desktop, Storage, Application), Systems Administration and/or Management Consulting (Capacity Planning, Performance Tuning, Security, Business Continuity)

## Why UniVirtual Solutions?

What drives our company? Our Customers.

At UniVirtual Solutions, our Goal is to:

- Save You Money
- Provide and Implement Solutions to Increase Your Business Return on Investment (ROI)
- Save You Time
- Provide Quality Consulting and Managed Services
- Provide Precision Consulting and Managed Services
- Provide World-Class Customer Service
- Be a Leader in Green IT

## How?

### IT Definitions

**Remote** – operating or controlled from a distance

**Virtualization** – expanding your current IT resources through consolidation in exchange for higher efficiency

**Green IT** - the study and practice of designing, manufacturing, using and disposing of computers, servers and associated subsystems (i.e., such as monitors, printers, storage devices and networking and communications systems) efficiently and effectively with minimal or no impact on the environment

## How?

### IT Definitions

**Database Administration** – person(s) responsible for the design, implementation, maintenance and repair of an organization's database (organized collection of data for one or multiples uses)

**Managed IT Services** – a provider who assumes responsibility for providing a defined set of services to oversee technology for an organization, including day-to-day related functions

## How?

The Information Technology industry is now realizing and benefiting from Remote and Virtual technology.

Remote and Virtual technologies have gained momentum for many reasons such as:

- Inherited Cost Reduction
- Gained Competitive Edge
- By becoming a Positive Contributor in Today's Business Market by Focusing on Green IT Technology.

## How?

UniVirtual Solutions is a company set apart because not only do we focus on Remote & Virtual technology; we practice this methodology in our business plan.

Because we try to completely work Remotely and utilize high efficient, Virtual technology, we can minimize business expenses and pass the savings onto you, our customers.

In today's economy, businesses and individuals feel the effects of the current economical state. Savings earned at UniVirtual Solutions can be passed onto to you, our customers, and perhaps even your business customers. It's an all-around win situation!

## Who?

UniVirtual Solutions consists of a professional, experienced staff dedicated to providing our customers the very best solutions to benefit and service your business and customers.

The company is based out of the Atlanta, GA area and demonstrates the experience, knowledge and drive to stand behind the company mission & core values including:

- Dedication
- Trust
- Value
- Performance

## Remote DBA Solutions

At UniVirtual Solutions, we specialize in providing Remote DBA solutions supporting Oracle, SQL Server and MySQL for any business size, type of environment and industry.

We have dedicated DBA teams that specialize in the following specific areas of expertise to enhance, provide value, provide greater efficiency and increase your Return on Investment (ROI):

- Oracle
- SQL Server
- MySQL

## Oracle

One of the world's most advanced database management solutions that provides many benefits to businesses of all sizes including:

- Doubling DBA Productivity
- Supports Multiple Operating System (OS) Strategies
- Securely Protects Information
- Compliance Enabled
- Maximizes Availability
- Consolidates Business Applications
- Various Other Advantages

## Oracle – Supported Solutions

### Database Administration

- Oracle 10G/11G
- Design
- PL/SQL Development
- Best Practices
- Support
- Setup/Installation
- Upgrade Patching
- Monitoring
- Database Migration
- Performance Tuning
- Remote Database Management

## Oracle – Supported Solutions

### High Availability & Disaster Recovery

- Real Application Clusters (RAC)
- Automatic Storage Management (ASM)
- Streams (1-way, 2-way, n-way)
- Data Guard and Disaster Recovery
- Geo-Clusters / Extended Clusters
- Recovery manager (RMAN) and Advanced Backup and Recovery
- Oracle Enterprise Manager / Grid Control

## Oracle – Supported Solutions

### UniVirtual Consulting Solutions

- Database Administration
- Systems Administration
- Capacity Planning
- Performance Tuning
- Security
- Business Continuity

## SQL Server

Microsoft SQL Server is one of the world's most popular database management solutions because benefits include:

- High Performance and Scalability
- Security
- Increased Business Intelligence Tools
- Complete Microsoft Office Integration
- Decreased Total Cost of Ownership (TCO)

## SQL Server – Supported Solutions

### Database Administration

- SQL Server 2005/2008
- Design
- T-SQL Development
- Best Practices
- Support
- Setup / Installation
- Upgrade Patching
- Automation
- Monitoring
- Database Migration
- Performance Tuning
- SSIS and DTS (Development)
- Reporting and Analysis Services
- Remote Database Management

## SQL Server – Supported Solutions

### High Availability & Disaster Recovery

- Failover Clustering
- Database Mirroring
- Log Shipping
- Replication
- Scalable Shared Databases
- Backup and Restore
- Redundant Array of Independent Disks (RAID) Planning and Configuration
- Data Warehousing

## SQL Server – Supported Solutions

### UniVirtual Consulting Solutions

- Database Administration
- Systems Administration
- Capacity Planning
- Performance Tuning
- Security
- Business Continuity

## MySQL

MySQL database is by far the most popular open source database for many reasons including:

- High Reliability
- Performance
- User Friendly
- Decreased Total Cost of Ownership (TCO)
- Flexible Database Technology (Runs on 20+ Platforms)

## MySQL – Supported Solutions

### Database Administration

- MySQL 3.0 / 4.0 / 5.0
- MySQL / PHP Consulting
- Design
- Configuration
- Development
- Best Practices
- Support
- Setup / Installation
- Upgrade Patching
- Automation
- Monitoring (Enterprise Monitoring, MONyog, Proxy and Query Analyzer)
- Database Migration
- Benchmarking with Sysbench
- Remote Database Management

## SQL – Supported Solutions

### High Availability & Disaster Recovery

- Clustering
- Fault Tolerance
- Replication
- High-Availability Failover
- Shared Storage / SAN
- Backup and Restore (InnoDB Hot Backup, XtraBackup, LVM, EBS Snapshots)
- DRBD / Heartbeat

## MySQL – Supported Solutions

### UniVirtual Consulting Solutions

- Database Administration
- Systems Administration
- Capacity Planning
- Performance Tuning
- Security
- Business Continuity

## Managed IT Services – Choice Solutions



What if IT Business Solutions could be  
**CUSTOMIZED TO FIT YOUR BUSINESS**  
and prove to be **COST ADVANTAGEOUS?**

Now, with UniVirtual Solutions, you can enhance and tailor your IT business needs to fit your business requirements and save money!

## Managed IT Services – Choice Solutions

At UniVirtual Solutions, we value your business and listen to our customers, that's why we now offer [Choice Solutions](#) to handle your business technology needs. Choice Solutions are IT Solutions customized to fit your specific technology needs.

This sets our business apart! No paying for services you don't need. Build and tailor your own package of Managed IT Services by selecting a package that includes services you need and have flexibility to add services at an individual minimal rate without having to upgrade to the next level pricing package and spend money on services that you don't need/want.

## Managed IT Services – Choice Solutions

UniVirtual Solutions is committed to using advanced monitoring technology as a means to implement proactive issue management measures to provide effective protection and security for your business and customers.

Using UniVirtual Solutions for your Managed IT Services will ensure that your Infrastructure (IT Systems) perform at maximum levels.

## Managed IT Services –

### Choice Solutions

UniVirtual Solutions guarantee our Managed IT Services and offer numerous benefits such as:

- Peace of Mind
- Reduced TOC
- 24/7 Complete Monitoring
- 24/7 Helpdesk Support
- Custom Online Monitoring Portal (inside view)
- SLA – Guaranteed Response Time
- Issue Remediation
- Scheduled Backup (monitoring and review)
- Disk Space Management
- User Management
- Job and Task Automation
- Complete Database Security Management

## Managed IT Services – Choice Solutions

Choice Solutions consist of the following:

- Managed Databases
- Managed Servers
- Managed Network Devices
- Managed Desktops
- Supplemental Services

## Virtualization

To sum up the latest "buzz" talk regarding virtualization, it's simply expanding your current IT resources through consolidation (i.e., server, storage, desktop, and application) in exchange for higher efficiency.

Virtualization Solutions include:

- Server Virtualization
- Storage Virtualization
- Desktop Virtualization
- Application Virtualization

Virtualization products supported include:

- vmware
- CITRIX
- Microsoft

## Virtualization

### Server Virtualization

Server Virtualization is extremely popular because it offers various benefits to businesses, customers and the environment.

Key benefits include:

- Server Consolidation – by Decreasing Resource Requirements
- Server Deployment – by Decreasing Operational Costs
- Increased Application Availability – by Decreasing Licensing Requirements
- Green IT - by Decreasing Carbon Footprint

## Virtualization

### Storage Virtualization

Storage Virtualization is a great way to increase business Return on Investment (ROI). Key benefits include:

- Enables a Centralized Method of Managing Volumes Across Multiple Distinct Arrays
- Provides Hardware Flexibility
- Provides the Ability to Hide or Disguise Volumes from Servers not Authorized to Access Volumes
- Reduces the Complexity of Storage Administration, Management and Completion Time
- Enables the Ability to Change and Grow Volumes Seamlessly

## Virtualization

### Desktop Virtualization

Desktop Virtualization is available to all companies, regardless of size, enabling greater desktop management and flexibility.

Key benefits include:

- Decreased Complexity of Desktop Provisioning
- Decreased Cost of New Application Deployment
- Reduced Downtime due to Maintenance or Failures
- Decreased Management Requirement
- Secure Remote Access
- Centralized Data Protection
- Fast Boot and Application Launch

## Virtualization

### Application Virtualization

Application Virtualization provides tremendous cost saving benefits by providing the ability of installing and administering applications at a centralized location, rather than on individual client computers (i.e., desktops, laptops and servers). Key benefits include:

- Enhanced System Reliability and Scalability
- Optimal Utilization of Existing Hardware
- Simplification of Application Management (Migration, Patching and Upgrading)
- Optimize Existing Hardware Utilization
- Reducing Cost of Needed Hardware
- Reducing Cost of Software and Operation System Licenses

## Consulting Solutions

Consulting Solutions are key to ensuring that your IT environment is being utilized efficiently and proves cost advantageous.

UniVirtual Solutions offers the following Consulting Solutions:

- Database Consulting (Oracle, SQL Server, MySQL)
- Virtualization Consulting (Server, Desktop, Storage, Application)
- Systems Administration and/or Management Consulting
  - Consulting Capacity Planning
  - Performance Tuning
  - Security
  - Business Continuity

## Consulting Solutions

### Database Consulting

Database Consulting supported platforms includes:

- Oracle
- SQL Server
- MySQL

## Consulting Solutions

### Database Consulting

Database Consulting benefits include:

- Database Management Solutions
- Design
- PL/SQL Development
- Best Practices
- Support
- Setup/Installation
- Upgrade Patching
- Monitoring
- Database Migration
- Performance Tuning
- Remote Database Management

## Consulting Solutions

### Virtualization Consulting

Virtualization Consulting supported technologies includes:

- Server Virtualization
- Storage Virtualization
- Desktop Virtualization
- Application Virtualization

## Consulting Solutions

### Virtualization Consulting

#### **Server Virtualization** benefits include:

- Server Consolidation – by Decreasing Resource Requirements
- Server Deployment – by Decreasing Operational Costs
- Increased Application Availability – by Decreasing Licensing Requirements
- Green IT - by Decreasing Carbon Footprint

## Consulting Solutions

### Virtualization Consulting

#### **Storage Virtualization** benefits include:

- Enables a Centralized Method of Managing Volumes Across Multiple Distinct Arrays
- Provides Hardware Flexibility
- Provides the Ability to Hide or Disguise Volumes from Servers not Authorized to Access Volumes
- Reduces the Complexity of Storage Administration, Management and Completion Time
- Enables the Ability to Change and Grow Volumes Seamlessly

## Consulting Solutions

### Virtualization Consulting

**Desktop Virtualization** benefits include:

- Decreased Complexity of Desktop Provisioning
- Decreased Cost of New Application Deployment
- Reduced Downtime due to Maintenance or Failures
- Decreased Management Requirement
- Secure Remote Access
- Centralized Data Protection
- Fast Boot and Application Launch

## Consulting Solutions

### Virtualization Consulting

**Application Virtualization** benefits include:

- Enhanced System Reliability and Scalability
- Optimal Utilization of Existing Hardware
- Simplification of Application Management (Migration, Patching and Upgrading)
- Optimize Existing Hardware Utilization
- Reducing Cost of Needed Hardware
- Reducing Cost of Software and Operation System Licenses

## Packages / Pricing

At UniVirtual Solutions, we work with you, our customer to provide solutions, packages and prices based on your individual business needs. The following service packages are available based on your specific business need(s):

- Individual service / solution (i.e., Remote DBA Solution, Server Virtualization Solution, Security Consulting Solution) – priced on an individual rate *per service / solution*
- Multiple services/ solutions combination (i.e., Remote DBA and one Supplemental Service) – priced on an individual rate *per service / solution*
- UniVirtual Packages – customizable set of pre-defined job tasks for managing monitoring Managed IT Services (i.e., one or more combination of Choice Solutions – Managed Databases, Managed Servers, Managed Network Devices and/or Managed Desktops)

## Packages

UniVirtual Solutions offers a robust and fully customizable set of packages that will prove to be beneficial to any company of any size. Our packages are designed based on not only our database and Systems Administrators' input but also from input from our previous and existing customers. Our proactive approach of creating predefined packages that are completely customizable are proving to benefit many companies in many different ways. Our packages can be purchased as is or customized based on your unique set of requirements.

## Packages

- Included in Package

\* Business hours (M-F 8AM-6PM).

UniVirtual Packages	Basic	Essential	Complete
<b>Proactive Management</b>			
7/24/365 Performance, Fault, and Security Alerts	•	•	•
Availability Monitoring	•	•	•
Monthly Reporting by E-Mail and Online Portal	•	•	•
Application Maintenance	Available	•	•
Backup and Restore Management	Available	•	•
Windows OS patch assessment and deployment	•	•	•
<b>Monitoring (Response)</b>			
Problem Escalation and Remediation	Available	(Business Hours)*	Unlimited (24x7)
Critical Service Monitoring	•	•	•
Performance Monitoring	•	•	•
Application Monitoring	Available	•	•
<b>Technical Support</b>			
Dedicated Team of IT Experts	•	•	•
SLA - Response Time (Guaranteed)	1 Hr. - Unlimited (Business Hours)*	30 Min. - Unlimited (Business Hours)*	15 Min. - Unlimited (24x7)
Helpdesk Support (Live)	•	Unlimited (Business Hours)*	Unlimited (24x7)
On-site Support	Available	(Business Hours)*	Unlimited (24x7)
Network Printer and Scanner Support	Available	•	•
Network, VPN, and WIFI Support	Available	•	•
User/Group Administration	Available	•	•
Active Directory Management	Available	•	•
Exchange Server Management	Available	•	•
Database (Oracle, SQL Server, and MySQL) Management	Available	Available	•
Group Policy Management	Available	•	•
IT Policy Management	Available	•	•

# UniVirtual™ Solutions

We're Committed to Providing IT Solutions that will Benefit and Work for You!

[www.univirtualsolutions.com](http://www.univirtualsolutions.com)  
P.O. Box 2472 McDonough, GA 30253

Email: [request@univirtualsolutions.com](mailto:request@univirtualsolutions.com)  
Local: 678-374-4352 Toll-Free: 1-877-416-7143

iPhone and Blackberry E-Mail Support	Available	•	•
Online Customer Portal	•	•	•
Online Ticketing System	•	•	•
<b>Security</b>			
Security Exposure Checks	•	•	•
Anti-virus and Anti-spam Management	•	•	•
Spyware/Malware Server and Desktop Agent (FREE)	•	•	•
Email Anti-virus/Anti-spam Filtering (FREE)	•	•	•
<b>Additional Services</b>			
Disaster Recovery	Available	Available	Available
High Availability	Available	Available	Available
Design (Database, Systems, Network)	Available	Available	Available
Performance Tuning	Available	Available	Available
Custom Jobs	Available	Available	•
Asset Inventory Management	•	•	•
Centralized Software Deployment	•	•	•
Annual Assessment and Planning	•	•	•
Quarterly Assessment and Planning	Available	Available	•

## Pricing

We at UniVirtual Solutions believe that in order to build the highest relationships and to establish ourselves in the IT consulting and management market as a leader, we provide full price transparency. Our goal at UniVirtual Solutions is to offer expert customizable solutions, world-class customer service and the guarantee to beat anyone's price. How are we able to beat anyone's price? Being that we are a remote company, common overhead expenses (i.e., offices, furniture, utilities) are cut out; therefore, resulting in savings passed onto our customers.

We stand by our guarantee to beat anyone's price. If you do happen to find a lower price, provide us with the stating invoice and we will show you just how much we desire your business. What do you have to lose? You will receive the best customer service in the industry, expert consulting solutions and management services all at a lower price.

# UniVirtual™ Solutions

We're Committed to Providing IT Solutions that will Benefit and Work for You!

www.univirtualsolutions.com  
P.O. Box 2472 McDonough, GA 30253

Email: request@univirtualsolutions.com  
Local: 678-374-4352 Toll-Free: 1-877-416-7143

## Managed IT Services

Individual Device Package	Price/Device
<b>(Basic Packages)</b>	
Databases	\$125.00
Servers	\$100.00
Network Devices	\$30.00
Desktops	\$35.00
<b>(Essential Packages)</b>	
Databases	\$175.00
Servers	\$225.00
Network Devices	\$70.00
Desktops	\$55.00
<b>(Complete Packages)</b>	
Databases	\$200.00
Servers	\$350.00
Network Devices	\$105.00
Desktops	\$75.00
<b>Additional Fees</b>	<b>Standard Price</b>
Setup Fee (Waived with 12-month Agreement)	\$395.00

## IT Consulting Services

System Administration Consulting	Hourly Rate
Capacity Planning Consulting	4 hrs @\$165/hr
Security Consulting	8 hrs @\$155/hr
Business Continuity	16 hrs @\$130/hr
Performance Tuning Consulting	40 hrs @\$115/hr
	80 hrs @\$105/hr
	120 hrs @\$95/hr
	200 hrs @\$75/hr
Database Consulting	Hourly Rate
Platforms (Oracle, SQL Server & MySQL)	4 hrs @\$200/hr
	8 hrs @\$190/hr
	16 hrs @\$175/hr
	40 hrs @\$160/hr
	80 hrs @\$150/hr
	120 hrs @\$140/hr
	200 hrs @\$125/hr

# UniVirtual™ Solutions

We're Committed to Providing IT Solutions that will Benefit and Work for You!

[www.univirtualsolutions.com](http://www.univirtualsolutions.com)  
P.O. Box 2472 McDonough, GA 30253

Email: [request@univirtualsolutions.com](mailto:request@univirtualsolutions.com)  
Local: 678-374-4352 Toll-Free: 1-877-416-7143

Virtualization Consulting	Hourly Rate
vmware, Citrix & Microsoft	4 hrs @\$165/hr
	8 hrs @\$155/hr
	16 hrs @\$130/hr
	40 hrs @\$115/hr
	80 hrs @\$105/hr
	120 hrs @\$95/hr
	200 hrs @\$75/hr