



Professional Services

Helping you to get the most from your IT investment



Professional Service Offerings

Installation Services

Bradmark Professional Services will come onsite and install, configure and customize our **NORAD** products for your specific needs. Although installation is not difficult, you might not have the resources to install and configure the NORAD products. In addition, we will customize the alert thresholds based on your organization's needs and show you how to best use NORAD in your environment.

Custom Collections

Bradmark Professional Services will take the NORAD Surveillance system and create custom collections based on the your in-house applications. These custom collections can be used to monitor the application and provide valuable information as well as allowing alerts to occur if certain situations arise.

Database Performance Tuning and Troubleshooting

The expertise of Bradmark Professional Services can help find and fix database performance problems using NORAD and other tools. To maximize your systems performance, services for tuning both software and/or hardware can include SQL statement tuning, instance tuning, OS tuning and hardware and SAN troubleshooting and tuning.

DBA Services

Bradmark Professional Services can take on any DBA task. We can do anything from setting up backup/recovery tasks, documentation, all the way to running your data center for you.

Additional Services

Bradmark Professional Consultants can also provide any of the following:

Load Testing	Provide load testing and consulting using Mercury Interactive's LoadRunner software.
Benchmarking	With 10 years of experience performing TPC benchmarking, BPS can perform standard or custom benchmarks tailored for you organization. Let us be your impartial benchmark tester.
SAN Configuration	Determine the right SAN hardware to purchase and we can help you to configure it successfully.
Capacity Planning and Sizing	BPS can help size your system.
Backup and Recovery	Based on your needs, BPS can create the most effective and secure backup and recovery plan.
Disaster Survival Planning	Develop a plan to survive a disaster and keep your business running.
Replication Configuration	Configure and manage MS SQL Server and Oracle replication.
Clustering with Oracle9i RAC	Configure and manage your Oracle9i RAC system.
Failover Clustering	Configure and manage Oracle and MS SQL Server failover clusters.





About Bradmark Professional Services

Through custom or pre-packaged solutions, **Bradmark Professional Services** can help you get the most from your IT investment. The Engineers at Bradmark Professional Services have extensive experience in system hardware, operating systems and database software. It is this multi-level experience that allows us to help you get the optimal performance from your system.

Our Engineers have written several books on both Oracle and MS SQLServer. Oracle books include the newly release "Oracle Performance Tuning" Addison Wesley 2002, "Teach Yourself Oracle8

in 21 Days" MacMillan 1997 and "Oracle Performance Tuning and Optimization" MacMillan 1996.





SQL Server books include "SQL Server 2000 Performance Tuning Technical Reference" MS Press 2001, "SQL Server 2000 Administrator's Companion" MS Press 2000, "Microsoft SQL Server 7.0 Performance Tuning Technical Reference" MS Press 2000 and "SQL Server 7.0 Administrator's Companion" MS Press 1999.

Our consultants have given presentations at the European Oracle Users Group Conference, IOUG-A, Oracle OpenWorld, and at the national CMG Conference and at SQLPASS.

We have participated in or lead benchmarking efforts on TPC-A™, TPC-B™, TPC-C™, TPC-H™, and TPC-W™ benchmarks as well as numerous customer benchmarks. We have diverse backgrounds in both hardware and software design and tuning. Let Bradmark Professional Services put our skills and experience to work for you.

Language Information

We can converse in the following languages if desired:

-  English - Fluent
-  Spanish - Fluent
-  French - Good
-  Japanese - We speak some.

To contact a Bradmark representative, or for more information:

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About Bradmark

Bradmark Technologies, Inc., is a leading provider of database management tools for Oracle, Sybase, Microsoft SQL Server and Hewlett-Packard IMAGE databases. Bradmark was founded in 1981 and is a Software Magazine Top 500 company. Through innovative architectures, such as NORAD 2.0, customers receive easy-to-install, highly reliable and flexible products, which increase enterprise performance and information availability. Bradmark customers include more than 200 of the Global 500, and hold more than 10,000 licenses worldwide. Headquartered in Houston, Bradmark has offices in San Jose, Calif., Seattle, Washington, London, United Kingdom and Munich, Germany.

Bradmark is committed to providing data management solutions in support of our customers' business challenges.

In addition to a direct sales force, Bradmark has an established worldwide network of channel partners.

