

Concentrate on your clients, leave the IT issues to us.

Take care of your business and leave the hardware and software issues to us. We offer a nonstop distant surveillance over your systems from our perfectly equipped control centre. That includes precaution checks, as well as efficient measures for the solution of your problems. You can count on the possibility of contract-guaranteed accessibility of the operational infrastructure.

You will be excited
by our solutions!



THE KNOW-HOW AMMOUNT OF THE GEM SYSTEM SUPPORT TEAM

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|---|---|
| <ul style="list-style-type: none">• Application servers (Apache HTTP Server, Apache Tomcat, Oracle WebLogic Server,a.o.) | <ul style="list-style-type: none">• Oracle DB (Data Guard, Oracle RAC), a very strong support for the Oracle database and application clusters, multiple team members on the Oracle OCP level. |
| <ul style="list-style-type: none">• Applications directly delivered by the GEM System. | |
| <ul style="list-style-type: none">• The operation system Red Hat Enterprise (and its clones). | <ul style="list-style-type: none">• PotgreSQL in the 24x7 cluster. |



Integration
and development



Business
intelligence



Security



Administration
and support





ADVANTAGES OF THE GEM SYSTEM SUPPORT TEAM

- A large support team providing a 24x7 service.
- On-site control centre in a 24x7 regime.
- We offer real start of incident investigations without unnecessary delays.
- Thanks to the continual monitoring and preventive measures, potential incidents can be solved long before they have some impact on the client's system. The incidents are solved instantly and professionally. Thus, we offer a support solution on a high professional level which cannot be provided even by the biggest players on the IT market.
- We offer counselling for the support setting including the counselling for the support of highly accessible solutions.
- We oversee all applications administered by you. If needed, we initiate a hybrid support regime in which we provide services, such as the L3 level support while the client concentrates on the support on the L2 level.
- The GEM System is able to direct the incident solutions overlapping the client's actions. In that case, we actively interact in the client's support/support control.
- An example is a 99,99 % accessibility guarantee for one of the Europe's biggest on-line e-shops.
- We offer a know-how for the infrastructure proposal of highly accessible platforms and the according support aid.
- We help with the support setting on both the contract and organization levels.
- Coactions are defined accordingly to client's requests.
- We solve a 24x7 critical support with 20+ commercial and public subjects, and realize the support of 150+ clients' systems in a 24x7 regime.



We realize your
IT visions.

