

# Spectrum Managed Services

## OVERVIEW

Your number one task is to have your existing, critical systems operating at peak performance. But with staff and budget constraints, you're also forced to prioritize competing initiatives such as interoperability, scalability, readiness, and security. Spectrum Managed Services solve the conflict by providing the full range of assistance, from 24/7 monitoring to full system management.

## WHAT ARE MANAGED SERVICES?

**Managed Services is the practice of outsourcing routine technical and application maintenance tasks.** Unlike conventional software support, which is triggered by an incident or service ticket, managed services consist of ongoing, proactively planned activities like updating, monitoring, and tuning.

These vital services are performed regularly by an external, integrated team of highly skilled

product specialists, generally defined as ITIL Level 2 and Level 3 engineers. Enterprises of all sizes and from all industries, commonly contract with Managed Services Providers (MSPs) as an affordable way to quickly gain reliable access to technology expertise and 24/7 assistance.

## SPINNAKER SUPPORT OFFERS TWO AREAS OF MANAGED SERVICES:

- **Technical Managed Services (TMS)** – operational support of the infrastructure and technology underlying databases, middleware, operating systems, platforms, and applications.
- **Application Managed Services (AMS)** – functional and developmental support for users of business applications.

We call these two areas Spectrum Manager Services because they offer full coverage of your essential enterprise software ecosystem.

# SPECTRUM MANAGED SERVICES BY PRODUCT



## TECHNICAL MANAGED SERVICES FOR THE LIFE OF YOUR DATABASE

With SpectrumDB you receive reliable, scalable, 24/7 database monitoring and technical managed services, performed by a team of remote DBAs with experience across all major database platforms — SAP, Sybase, Microsoft SQL Server, Oracle Database, PostgreSQL, and more.

### WORRY LESS, RELAX MORE WITH SPECTRUMDB

Managing your database system is your company's first line of defense. SpectrumDB eliminates potential performance issues

through proactive 24/7 monitoring and regular maintenance, so your data is secure, accessible, and well-managed.

SpectrumDB offers a range of flexible plans to fit your unique service needs, budget, and database ecosystem. We can help, whether by taking over routine tasks, system monitoring, and after-hours support. We can also assume complete responsibility for database administration, security, and more.

### 24/7 DATABASE MONITORING AND MANAGEMENT

Let our team of experienced Level 2 and 3 DBAs work side-by-side with your existing team or shoulder total responsibility for any of the following enterprise database solutions:

- Oracle Database
- SAP Sybase ASE
- SAP Databases
- Microsoft SQL Server
- Open Source Databases

## SPECTRUMDB 360 DASHBOARD

The SpectrumDB 360 Dashboard is a data warehouse and interactive console included in the Gold and Platinum SpectrumDB managed services packages at no extra cost. This tool gathers and organizes critical data from multiple systems, providing a comprehensive overview of your database environment(s) and support tasks. With 360 Dashboard, you get 24/7 access to view ongoing DBA tasks, the health of your database systems, and the service and production insights you need in a single place and at a moment's notice.

### FEATURES

- Service for as many databases as desired
- Includes on-call, after-hours assistance
- Assigned DBAs, with escalation to Level 4 expertise if needed
- Ongoing health and security monitoring
- Regular health assessments & reports

### SERVICE EXAMPLES

- 24/7 Database Monitoring
- Database Environment Assessment
- Baseline & Periodic Database Assessment
- System Health Checks
- Periodic Status Reporting
- Database Security
- Database Backup & Restoring
- Data Corruption Support
- Proactive Support Measures (Preventative Maintenance)
- Troubleshooting
- Database Enhancements
- Performance & Tuning



## TECHNICAL MANAGED SERVICES

SpectrumTMS transfers the weight of managing the application infrastructure from your team to ours. SpectrumTMS assumes responsibility for the time-consuming but critical monitoring and maintenance of your Oracle, SAP, or JD Edwards enterprise software.

### FREE UP YOUR TEAM TO FOCUS ON NEW INITIATIVES THAT ADVANCE YOUR BUSINESS

For over a decade, customers have engaged Spinnaker Support for its unmatched depth of technical experience and a flexible, consultative approach. Whether you require expertise in Oracle technology, JD Edwards CNC, or SAP Basis or BI tools, our global technical teams work closely with you to define the exact technical services you need to optimize your specific infrastructure. This includes legacy software, operating systems, and cloud and hybrid platforms.

SpectrumTMS delivers only the Oracle and SAP skills and services you request, whether that's patching and backups or the complete day-to-day management of your basic enterprise IT functions. We manage and monitor your systems at all hours, ensuring that your business technologies are running at peak performance. Experience peace of mind with SpectrumTMS.

### 24/7 TECHNICAL MANAGED SERVICES FOR ORACLE, JD EDWARDS, AND SAP

Let our team of experienced Level 2 and 3 engineers work side-by-side with your existing

staff or assume total responsibility for any of the following enterprise software, as well as specific operating systems (Linux, Oracle Solaris, Windows, IBM AIX, HP-UX) and popular cloud platforms (AWS, Azure, GCP, OPC).

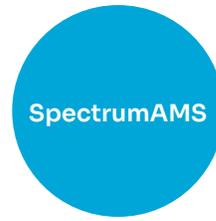
- **Oracle E-Business Suite DBA**
- **Oracle Fusion Middleware**
- **JD Edwards CNC**
- **SAP Basis**
- **SAP Business Intelligence**

## FEATURES

- Remote management of enterprise products
- Includes on-call, after-hours assistance
- Level 2 and 3 engineers, Level 4 DBAs available for escalation
- Ongoing health and security monitoring
- Regular health assessments and reports

## SERVICE EXAMPLES

- Monitoring
- Alerting
- Health Checks
- Security Audits
- Clones, backups, and recovery
- User request management
- Performance Tuning
- Patching
- Change Management
- Code Deployment
- Space Management



## APPLICATION MANAGED SERVICES

Your critical CRM and ERP applications demand constant attention and improvement. SpectrumAMS offers packages for Salesforce, Oracle, and JD Edwards applications that take over or assist your team with ongoing administration, management, and development tasks.

## IMPROVE YOUR APPLICATION PERFORMANCE AND USER EXPERIENCE

Whether you run the most popular Salesforce clouds, JD Edwards, or Oracle on-premise CRM and ERP software, SpectrumAMS will help get the most out of your current applications. From the start, we work closely with you to understand your installations, customizations, and business processes. Then, through continuous maintenance and agile methods, we optimize the efficiency of your applications over time.

Our engineers, developers, and analysts augment or stand in for your staff, whenever and wherever your team needs help or a well-deserved break. Common services include performance monitoring, user administration, application development, report creation, and minor enhancements to components, parameters, and configurations.

## 24/7 APPLICATION MANAGED SERVICES FOR SALESFORCE, ORACLE, AND JD EDWARDS

Let our team of experienced Level 2 and 3 engineers work side-by-side with your existing

team or take full responsibility for any of the following enterprise applications:

- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce Experience Cloud
- Salesforce Revenue Cloud
- Salesforce Field Service Lightning
- JD Edwards
- Oracle Siebel CRM
- Oracle E-Business Suite  
(application development only)

## FEATURES

- Services cover legacy and new releases
- Includes on-call, after-hours assistance
- Level 2 and 3 engineers, Level 4 DBAs available for escalation
- Ongoing health and security monitoring
- Regular health assessments and reports

## SERVICE EXAMPLES

- Custom Application Development
- Issue Triage & Advisory
- Performance Management & Tuning
- Integration with Third-Party Products
- Perform Deployments
- Application Log Tracking
- Proactive Health Checks
- Application Configuration User Administration
- Process Optimization
- Change Management
- User Training

## WHY CHOOSE SPINNAKER SUPPORT

Customers engage Spinnaker Support for its unmatched depth of application expertise and flexible, consultative approach. They benefit from improved application performance, enhanced productivity, reduced support tickets, and increased user adoption and satisfaction.

“

For me, Spinnaker Support has the experience to get it done. Our former managed services company couldn't help us and lacked accountability. Spinnaker Support knew what was going on – they immediately identified the problems, fixed them, and helped us operate again. I can trust these guys.

”

— **Director of IT Infrastructure,  
Healthcare Insurance Company**

“

I would 100% recommend Spinnaker Support. The model that Spinnaker Support offers, which is a mixture of project-based and ongoing support, is so valuable to us. Without that model, I'm not sure we would have been able to achieve our CRM goals. Kudos to Spinnaker Support!

”

**Brooke LaPlaca, Manager, Civic Leadership  
Programs, Downtown Denver Partnership**

“

With our limited resources, it is reassuring to have Spinnaker Support's 24/7 CNC managed services and monitoring working with us. Through automated alerts, their global JD Edwards team often fixes a CNC issue before we're even aware of it! The high quality of attention and service benefits both our internal business owners and our Jacobus customers.

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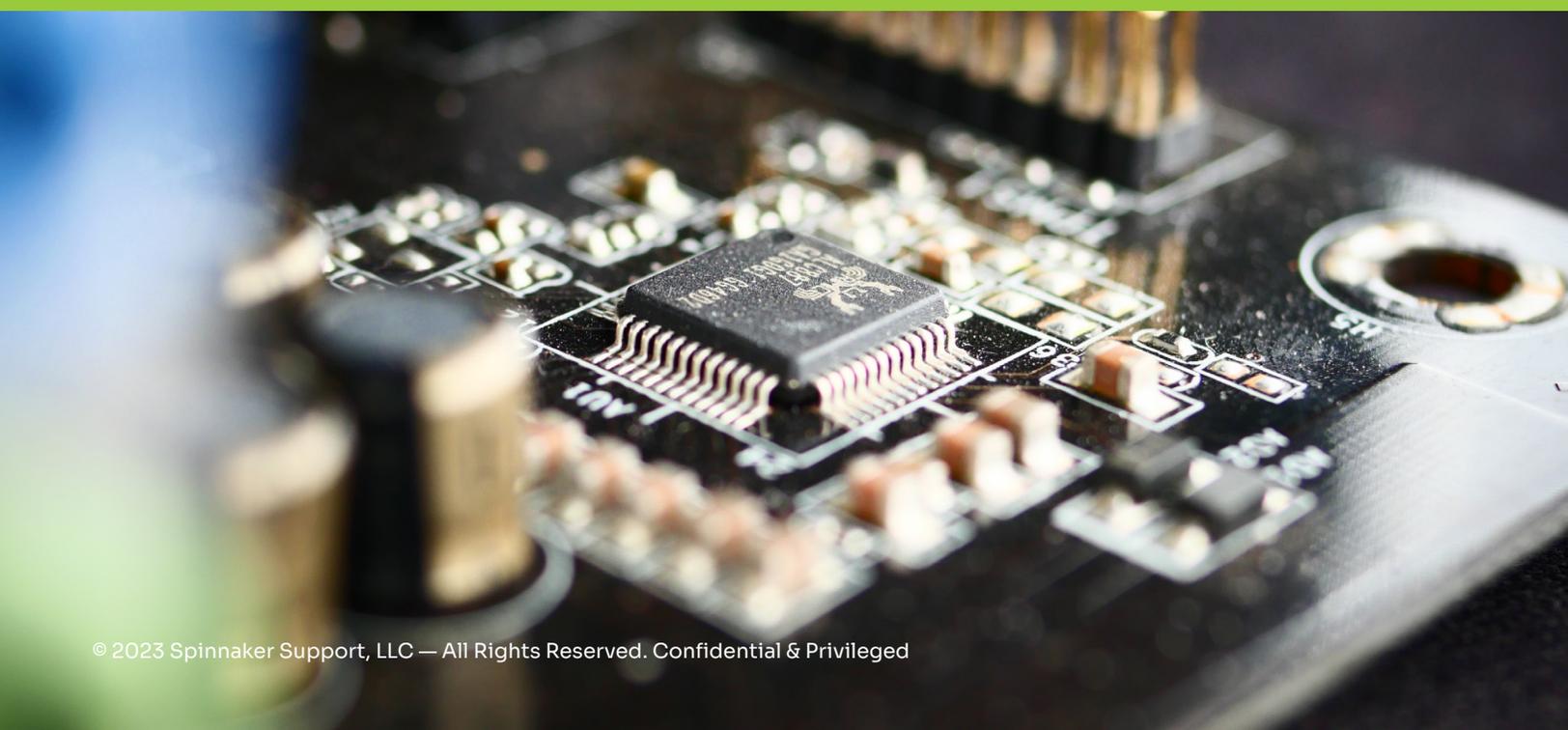
**Roxanne Sikraji,  
Director of Technology, Jacobus Energy**

# THE BENEFITS OF SPECTRUM MANAGED SERVICES

- 1 FULL SPECTRUM OF SERVICES**  
Comprehensive services customized for your applications and operations
- 2 DELIVERED ON YOUR SCHEDULE**  
Responsive managed services provided 24/7/365
- 3 GLOBAL ENGINEERING TEAM**  
Level 2 and 3, with average 20+ years' experience
- 4 IMPROVED PERFORMANCE**  
Tuning and health checks help detect and eliminate potential issues early
- 5 LIFETIME ASSISTANCE**  
Extend product performance for as long as you need and control your product strategy
- 6 ESCALATION WHEN REQUIRED**  
Ability to bring in expert Level 4 staff for more complex issues
- 7 BUSINESS TRANSPARENCY**  
No surprises with contracts or billing & dashboards available for some products
- 8 SERVICES SCALED AS NEEDED**  
Adjust your coverage as your business needs grow and change
- 9 SINGLE-VENDOR SOLUTION**  
Consolidate your services, support, and consulting with one trusted partner

## READY FOR A PHENOMENAL SERVICE EXPERIENCE?

[Request a complimentary consultation](#) to learn more about how we deliver exceptional technical managed services, personalized for your enterprise needs.



# HIGHEST RATED CUSTOMER SATISFACTION

In our 2022 annual customer survey, we reported a record 96.3% overall satisfaction. Survey results are based on more than 500 customer responses. Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.



## ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for enterprise databases. Global customers trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. In 2021, Spinnaker Support added additional depth through our acquisition of Dobler Consulting, the premier provider of database managed services and consulting.