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**The Bunker and e-DBA,  
working together to  
deliver the end-to-end  
Oracle solution**

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The Bunker®

Working together to deliver the end-to-end Oracle solution

## The difference in the end-to-end solution



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There are 3 core elements that make the difference in the end-to-end solution:

- Our process framework to deliver a seamless client experience
- Our technical understanding and system integration between the 2 companies
- Our joint dedication to true security

Underlying all the above of course is the respect and cultural fit between the two organisations, without which the above will count for little.

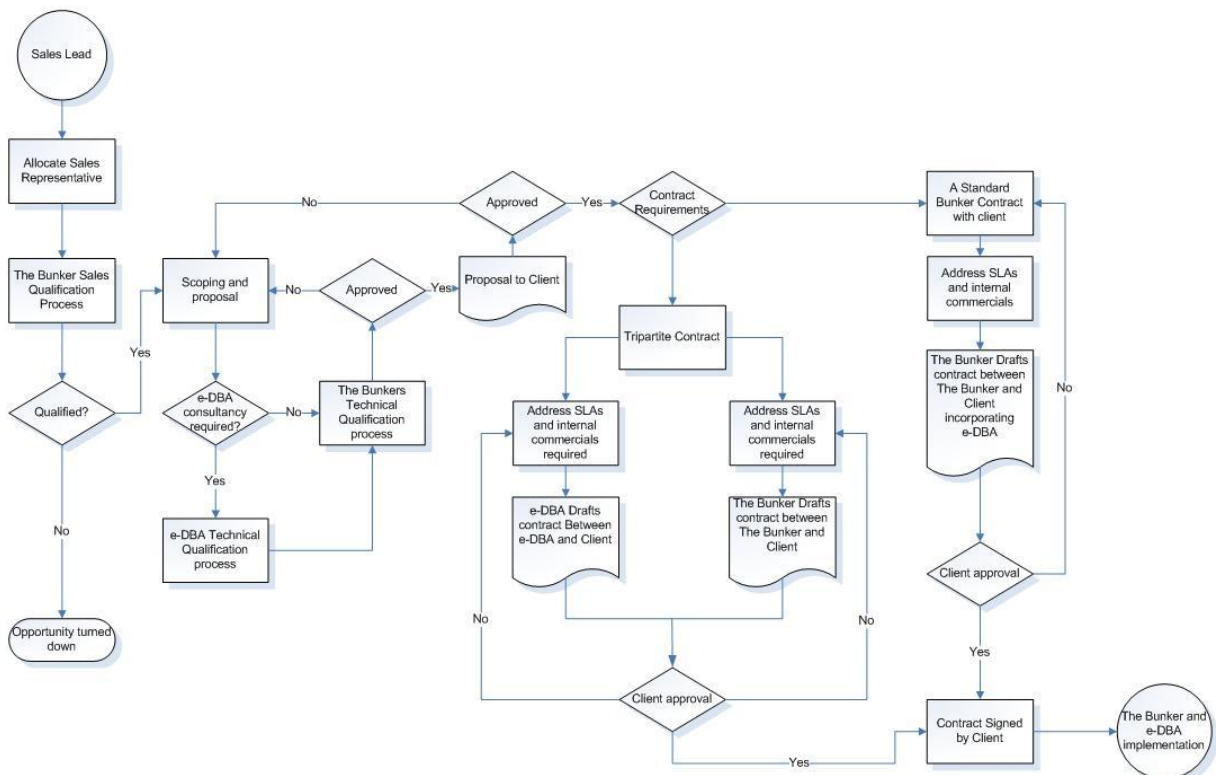
In this document we expand on each of these elements to demonstrate how we deliver for existing clients and will deliver for you.

### The process framework

The key to successfully managing a single delivery model is process built from experience. The Bunker and e-DBA have developed our single delivery model from just such a background of live client experience. We view the engagement process in three stages; sales including scoping and contracts, implementation and continual support.

The following diagrams lay out the process we recommend and use for other clients. These are templates and will be adapted with you based on your individual needs.

### The Bunker and e-DBA sales and engagement process





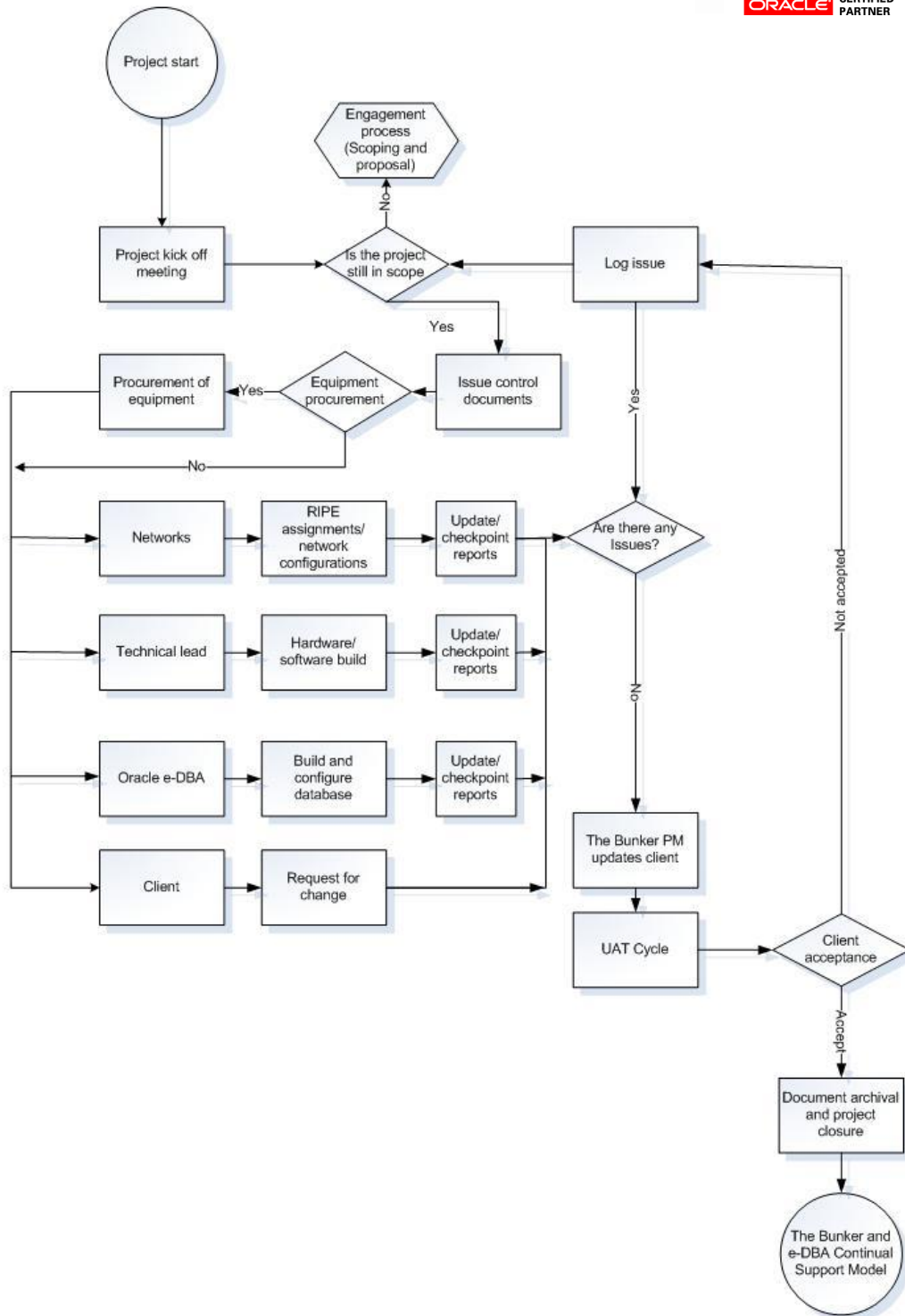
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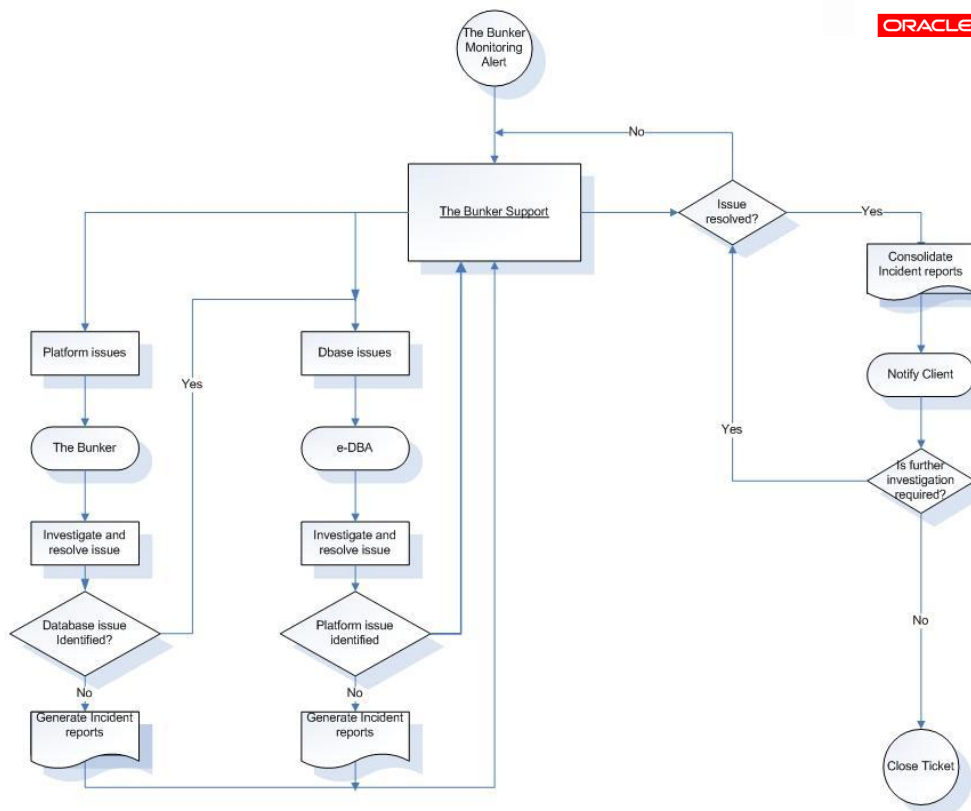
## The Bunker and e-DBA implementation process model



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## The Bunker and e-DBA support process model



## The technical understanding and system integration between the 2 companies

The Bunker and e-DBA work closely today to ensure a smooth and integrated 24x7 support unit to deliver and manage client solutions. Both organisations use 'Nagios', an open source monitoring and alert tool which monitors core network and systems to inform our technical teams of any warnings or alerts. This tool can be tailored to identify different alerts to the different organisations, or both can see the same alerts at the same time, very often before they become a performance issue to the customer.

In addition to the standard monitoring points for both infrastructure and database, specially designed add-ons have been developed to further monitor Oracle based systems providing detailed diagnostic information and fast resolution.

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PARTNER**An example of these add-ons employed for other clients include:**

- Basic Database Operation
- Dummy Database Login
- TNS Listener Check
- Oracle Alert Log
- Number of Oracle processes
- Oracle Tablespace Summary Check
- Oracle Tablespace Detailed Check

The levels of common system understanding and the seamless integration of monitoring tools and ticketing systems ensures a unified, highly technical and efficient support team to take care of your business critical Oracle platform.

## The dedication to true security

All Bunker-based applications are protected by The Bunker Protocol™, our proprietary, Ultra Secure process framework that encompasses the three pillars of good security: Physical Digital and Internal.

### Physical

Our Data Centres, which are outside the M25 yet within easy reach of London, are ex-military nuclear bunkers purpose built to house the UK's air defence systems. We run 24/7/365 and our NOC monitors systems both nationally and internationally and is staffed around the clock by system and network engineers and security staff.

### Digital

The Bunker are recognised experts in security and cryptography, renowned for their work on Apache-SSL. The Bunker is ISO 27001 accredited; the British standard which is internationally recognised and encompasses both the physical and logical aspects of information security. The standard is highly applicable to providers of IT oriented services and ensures appropriate protection of the information security assets that are important to your organisation. The Bunker is a Microsoft Gold Partner. We use Open Source software where appropriate as we believe it can offer great benefits in security, stability and cost effectiveness. Through our in-house networks team and via close working relationships with a number of selected network providers, we deliver a multi-homed, no single point of failure transit network between our sites and the Internet.

Oracle Audit Vault, part of Oracle's comprehensive portfolio of database security solutions, reduces the cost and complexity of compliance and the risk of insider threats by automating the collection and consolidation of audit data. It provides a secure and highly scalable audit warehouse, enabling simplified reporting, analysis, and threat detection on audit data. In addition, database audit settings are centrally managed and monitored from within Audit Vault, reducing IT security cost.



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With Oracle Audit Vault, organisations are in a much better position to enforce privacy policies, guard against insider threats, and address regulatory requirements such as Sarbanes-Oxley and PCI.

Oracle Database Vault, another part of Oracle's comprehensive portfolio of database security solutions, helps organisations address regulatory mandates and increase the security of existing applications. Regulations such as Sarbanes-Oxley, Payment Card Industry Data Security Standard (PCI DSS), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA) and similar global directives call for separation-of-duties and other preventive controls to ensure data integrity and data privacy. With Oracle Database Vault, organisations can pro-actively safeguard application data stored in the Oracle database from being accessed by privileged database users. Application data can be further protected using Oracle Database Vault's multi-factor policies that control access based on built-in factors such as time of day, IP address, application name, and authentication method, preventing unauthorised ad-hoc access and application by-pass.

## Internal

In order to protect against Social Engineering attacks, The Bunker treats authentication and access rights as a priority. The Data Centre sits within 18 acres of perimeter fenced land and all visitors have to be booked in with security and then be formally authenticated using photographic ID for any site visit. Once visitors have been cleared, they enter a waiting area before being met by a security cleared Bunker employee. No unescorted access to the Data Centre is permitted. All telephone interactions between our technical staff and customers follow strict authentication procedures. All staff members are vetted prior to unescorted access to the data floor. No staff member has access to client systems until this clearance is complete, ISO training and process training takes place on a regular basis. System access controls and registers are thereafter maintained in line with ISO standards. The Bunker employs qualified Prince 2 project managers, follows ITIL best practice and maintains strict change controls practices compliant with the ISO standard.

## About e-DBA

e-DBA was formed in 1999 to bring the highest standards and specialist expertise to the Oracle Database Support and Professional services marketplace. Due to our customer focussed methodologies and a clear commitment to hiring only the best UK based employees we quickly established ourselves as a leader in remote Oracle services building long-term relationships with organisations of all sizes and across multiple sectors. This has been achieved by demonstrating the capability to extract optimum performance and resilience from critical production and e-commerce systems.

Due to our continued success e-DBA now have offices in Brighton and Essex where we still thrive on the day to day challenges provided by the wide and varied sets of Oracle-based environments that our clients systems comprise of. These range from Oracle / PeopleSoft Financials and HR systems to High Availability Oracle clusters driving leading e-Commerce and Enterprise systems.



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With the current threats around data security and integrity e-DBA is able to offer guidance where our consultative approach and detailed technical knowledge have enabled us to provide Solutions to a broad range of customers on compliance and perceived threats and how to overcome these and still achieve their business objectives.

e-DBA also has dedicated teams available to provide support and guidance on UNIX environments, Application Express and Oracle Licensing.

## About The Bunker

The Bunker delivers secure managed hosting and data centre solutions from within Europe's most secure data centre.

Our Data Centres, which are outside the M25 yet within easy reach of London, are ex-military Nuclear Bunkers purpose built to house the UK's air defence systems. We run 24/7/365 and our NOC monitors systems both nationally and internationally and is staffed around the clock by system and network engineers and security staff.

Our technical leaders are recognised experts in security and cryptography, renowned for their work on Apache-SSL. The Bunker is ISO 27001 accredited and we are a Microsoft Gold Partner. We use Open Source software where appropriate as we believe it can offer great benefits in security, stability and cost effectiveness. Through our in house networks team and via close working relationships with a number of selected network providers, we deliver a multi-homed, no single point of failure transit network between our sites and the Internet.

The Bunker works with over 130 clients, large and small. Our clients are Financial Services Organisations, Technology companies, local government and other regulated businesses that value a premium service built around security.

Our service is proactive, high quality, sometimes innovative, but always practical, responsive and secure. We never forget the enormous trust our clients vest in us. As an organisation we understand that our success relies upon our reputation and our reputation is earned by continuing to fulfil this trust and afford peace of mind.

### The Bunker Protocol™

All Bunker-based applications are protected by **The Bunker Protocol™**, our proprietary, Ultra\* Secure process framework that includes:

- **Military-Grade Data Centres** – in our underground bunker outside the M25 in Kent and our mirror facility in Newbury, both protected by integrated processes for physical, digital and human security
- **Hardened Source™** – Our unique combination of open source and proprietary technologies built and integrated in-house from the source code up
- **Tierless Support™** – no 'first tier helpdesk'; tierless support – direct 24/7 access to qualified hands-on support teams