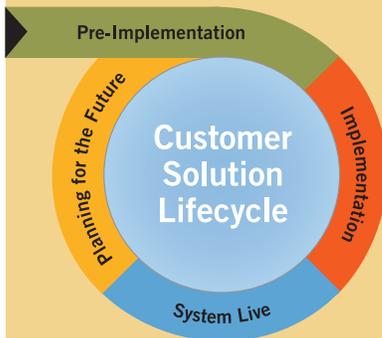


SERVICES PORTFOLIO

Kronos offers a comprehensive portfolio of services designed to solve critical business issues and maximize both performance and ROI throughout the lifecycle of your solution.



Business Consulting

Educational Services

Implementation Services

Product Extensibility

Solution Optimization

▶ Staff Augmentation

Kronos Database Support Services



Part of our Staff Augmentation offering, Kronos Database Support Services provide database management services for customers with no internal DBA resources or those who have identified gaps in their in-house database management capacity. The service is suitable for customers in the "Implementation," "System Live," and "Planning for the Future" stages of the solution lifecycle.

Support Services

Take the proactive approach to database management

Looking for a cost-effective alternative to in-house management of your Kronos database? Need fast, accurate issue resolution? Want to augment your internal database management resources? Take the proactive approach to database management and get all the services you need, when you need them, with Kronos Database Support Services.

At Kronos, our experienced staff of Microsoft SQL Server and Oracle database administrators (DBAs) provides a wide range of database management support services — all available as one-time or ongoing engagements. Request services for professional installation and configuration, or tuning and analysis. Schedule preventative reviews, or request the design and implementation of a backup strategy. We can also help you upgrade or migrate your Kronos database from one platform to another. The payoff? Better system performance, enhanced reliability, and fewer burdens on your in-house database administrators.

What's included?

Kronos offers a wide range of database support services to best meet the technical and budgetary requirements of your organization — from a one-time service agreement, to a full-service engagement that fulfills your database support needs on an ongoing basis. All services are performed by our experienced DBAs, so you can be confident the security of your information and your systems are a top priority at all times.

- **Relational Database Management System (RDBMS) Installation and Configuration**

Kronos DBAs install your Kronos Microsoft SQL Server or Oracle database within your Windows or UNIX environment. You'll achieve optimum performance from your Kronos system and be confident your database is configured correctly.

- **Database Tuning and Analysis**

The Kronos DBA team provides comprehensive database tuning and analysis. They'll examine your database software and hardware configuration, measure performance during peak usage times, and review your disk storage utilization. Based on their findings, they'll recommend and implement adjustments to your current database configuration. The result? Improved database performance and scalability.

- **Preventative Review of Kronos System Components**

Our experienced DBA team performs integrity checks on your Kronos database. In addition, to help prevent future performance issues, we'll conduct a comprehensive review of your Web and application server services, background totalizers, and even the performance of your data collection managers.

- **Routine DBA Task Automation**

Our team of experts will make use of Kronos-developed tools and design custom-tailored scripts to help your database run at peak performance. They can also tailor automation to reduce demand on your resources. First they'll provide an automation plan. Then, with your approval, they'll move forward with implementation.

• Database Administration

On a scheduled basis during planned downtime, Kronos DBAs can evaluate operations and perform required tuning. What does this involve? Verifying system space, cleaning up old logs, recreating indexes, and more. In the event that a database issue should arise, a member of the DBA team will connect to your network and work to resolve the situation within the time period outlined in your Service Level Agreement (SLA). Upon request, our DBAs can also connect remotely to your system, or schedule an on-site visit, to load service packs and software updates as they become available.

• Backup and Recovery Strategy Design and Implementation

Kronos DBAs can help design a backup strategy that's optimized for your business. They can also test the recovery methodology to make sure it's sound, practical, and reliable. You simply provide the backup process to a remote location then verify the integrity of the backed-up files. We'll take it from there. You'll receive a plan that addresses recovery time, reliability, and costs. The benefit? You'll be better prepared for any scenario that could put your Kronos data at risk.

Are Database Support Services right for your organization?

How do you know if your organization could benefit from Kronos Database Support Services? There are a few things to consider. Do you lack internal DBA resources? Is your in-house DBA staff overburdened? Have you identified gaps in your internal database management capacity? If the answer to any of these questions is yes, then Database Support Services may be for you. We're available for one-time engagements or regularly scheduled service agreements. Whichever best suits your budget and specific requirements.

Want more information?

Database Support Services are part of Kronos comprehensive portfolio of services. For more information on these or other Kronos consulting services, please contact your local sales or service representative.

KEY BENEFITS

- Affordable alternative to overburdening your staff or hiring a full-time DBA
- Managed by experienced Kronos professionals to help ensure maximum performance
- Flexible response time Service Level Agreements for issue resolution
- Frees up your IT team so they can focus on strategic initiatives
- Proactive reviews help prevent future performance issues

About Kronos

Kronos helps organizations across a variety of industries manage their most valuable, and expensive, strategic asset — their workforce. How? By giving them the tools they need to help them control labor costs. Minimize compliance risk. And improve workforce productivity. The easy-to-own workforce management solutions from Kronos make complete automation and high-quality information a reality.

Our time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics solutions give Kronos customers the edge they need to compete in the global marketplace. With thousands of installations in organizations of all sizes — including over half the Fortune 1000® — we're proving workforce management doesn't have to be so hard.

