DesTech

EXPERIENCE
THE
DESTECH
DIFFERENCE

DESTECH IS AN ESTABLISHED TECHNOLOGY SERVICES FIRM THAT DELIVERS THE TECHNOLOGY, PROFESSIONAL SERVICES, AND EDUCATION REQUIRED TO ADDRESS YOUR MOST PRESSING DATA MANAGEMENT AND IT INFRASTRUCTURE CHALLENGES.

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Our primary goal is to empower our clients' self-sufficiency through our customized solutions, support, and training across the full system lifecycle.

Much more than a typical technology reseller, services firm, or training organization, DesTech does it all – and we do it well. We can truly serve as your single-point-of-contact for hardware, software licensing, professional services, training, mentoring, managed services, ongoing support, and more. Our business lines work together to move your business forward, giving you the flexibility to start small and tap into our distinctive capabilities, expertise, and services as your needs evolve.

COMPLETE LIFECYCLE SUPPORT

Instead of simply providing one-off services, DesTech takes a holistic approach to solving our client's critical challenges. We offer complete lifecycle support and services for database and application environments, leveraging resources from each of our business units to design and deploy the right solutions for your business needs and budget requirements.

When we say we do it all, we mean it. DesTech can help boost performance across every part of your infrastructure, review and address new requirements, facilitate expansion, tackle new projects, bridge staffing gaps, educate team members, and more. We're here for you from start to finish. Need a new application? We can architect it, design the specifications, provide proof-of-concept, build, code, and provide quality assurance testing. We'll make sure you have the appropriate licensing and hardware or help you acquire the right infrastructure to run it on. Of course, we'll be there to help you implement and integrate your new application, train your staff to use it, and optimize everything for high performance, manageability, and availability. Along the way, you have direct access to our IT experts, professional services team, and training staff to ensure that your solution truly works for your organization.

DesTech maintains three distinctive lines of business, which stand on their own to provide focused support and work together seamlessly to ensure success: Professional Services, Technology Sales, and Technical Education.

EMPOWERING SELF-SUFFICIENCY

KEY BENEFITS

- Single-Source Support for Hardware, Software, Professional Services, and Education

- Optimize database environments and IT infrastructure

- Easily manage, move and protect data assets

- Simplify support service management

- Improve operational efficiencies and lower costs

- Streamline complex environments

- Ensure licensing compliance, identify gaps, eliminate underutilized licenses, and map migration paths

- Educate staff to maximize the value of IT investments

- Provide consistency and continuity of care

TRUST THE DESTECH TEAM

You simply won't find a more committed team of IT professionals with the capacity to understand your business needs, solve the issues that might be slowing you down, and leverage technology to take your team to the next level. Operating with the utmost integrity and committed to the highest levels of customer care, our team takes great pride in helping our clients do more with their IT budgets and investments. Our primary goal is to help you chart a path to self-sufficiency. To do so, we take time to fully explore your most critical challenges and end goals, ask the right questions, translate your requirements, and provide the technical solutions, training, and expertise to meet and exceed your expectations.

By leveraging our integrated business units, you always get the benefit of DesTech's complete knowledge base. Plus, our team members have excellent communication skills, so they can talk to business users in a non-technical manner, and you can communicate clearly with the experts working on your systems. Unlike other firms with high turnover rates, our team members stick with DesTech. Call us five years from now and it's likely that you'll talk to the same people and have the very same technical professionals working on your systems or upgrades. That consistency and continuity of care means you can trust the DesTech team to know where your business needs to go and how best to leverage technology, professional services, and training to get you there.

PROFESSIONAL SERVICES

Comprised of highly-skilled and certified IT experts, DesTech's Professional Services team supports enterprise applications, system development, business intelligence, infrastructure optimization, and more. With a holistic and objective viewpoint, our experts carefully evaluate your objectives and work with you to determine the very best solutions. Our experience includes and extends beyond:

- Application Design and Development
- Automated Database and Infrastructure Monitoring Services
- Business and System Analysis Services
- Database Administration Services, Including Installation/Upgrade/Configuration Services, Troubleshooting, Audits, Performance Tuning
- Data Warehouse and Business Intelligence Solutions
- Emerging Technology Reviews and Feasibility Studies
- Facilities and Infrastructure Management
- Full Life Cycle Design and Build of Custom Solutions
- Java and J2EE Programming
- Managed Services, Hosting, Co-Location, Database Monitoring
- Oracle®, Microsoft®, ITIL®, PeopleSoft Consulting and ERP Services
- Performance Audits, Benchmark Tests and Tuning
- Pilots, Product Demonstrations and Proofs-of-Concept
- Project Management Services
- Staff Augmentation and Contract Resourcing
- Technical and Business User Documentation
- Upgrading Existing Applications to a Web-Enabled Architecture

TECHNOLOGY SALES AND SERVICE

DesTech's Technology Sales and Service team can help you evaluate, select, and acquire the right hardware and software licenses to expand capabilities, solve critical challenges, and meet key goals. As an authorized reseller with superior Oracle expertise and worldwide distribution rights, we're your trusted source for all things Oracle, including sales and support of servers, storage, engineered systems, middleware technology, and more. Our clients benefit from our deep knowledge and hands-on experience with leading-edge technology. We have a deep and thorough understanding of Oracle's licensing metrics. We ensure that you are properly licensed and help you keep track of licensing moving forward while working together to optimize your existing infrastructure. In addition, DesTech provides end-to-end supply chain support, assistance with migrations, license co-termination, warehousing, green e-waste disposal, as well as complete integration and installation services. Turn to DesTech for:

- Asset Management
- Back-Up Solutions
- Custom Solutions and Applications
- Development Tools
- Database (Oracle Database, Real Application Clusters, Data Warehousing, Security, MySQL™, More)
- Enterprise Management
- Engineered Systems and Servers (Exadata, Exalogic, Exalytics, Oracle Database Appliance, SPARC SuperCluster, Etc.)
- ERP Applications, Including PeopleSoft and Oracle eBusiness Suite
- High-Availability Systems
- License Assessments, Audits, Purchase, and Migrations
- Middleware
- Operating Systems (Oracle Solaris and Linux)
- Requirements Analysis
- Servers (SPARC, Oracle SuperCluster, T-Series, x86, Blade, Netra)
- Software (Oracle Database, Business Intelligence and Data Warehouse, High Availability and Recoverability, Replication, GoldenGate, Etc.)
- Storage Appliances, Systems, and Tape Back-Up
- Virtualization

TECHNICAL EDUCATION

Maximize the value of your technology investments and expand your staff's core competencies with DesTech Technical Education. One of the only companies in North America recognized as an Oracle Approved Education Centre, Microsoft Technical Education Center, Accredited ITIL® Training Organization, and Certified Project Management Institute Education provider, DesTech delivers the highest quality technical education from our Delivery Center in downtown Toronto, through live-virtual classes, as well as via on-site engagements customized to meet the unique needs of your staff and business. All DesTech instructors are established IT professionals, current in the latest solution features, functionalities, and best practices, who leverage both classroom and real-world technology skills and experience to provide premier technical education for your team. DesTech's education expertise includes:

- Authorized Oracle University Reseller and Delivery Partner (Oracle, PeopleSoft, WebLogic, EBusiness Suite, Hyperion, JD Edwards, Siebel, Stellent, Sun)
- Certified Microsoft Learning Solutions Partner – Resell and Delivery
- Accredited ITIL® Courseware Developer and Affiliated Delivery Provider
- Project Management Institute Registered Education Provider
- Largest Single Oracle University Delivery Center in North America
- Focused Training:
  - Application Development
  - Business Analysis
  - Business Intelligence
  - Enterprise Solutions
  - Project Management
  - ITIL®
  - Java/J2EE
  - Microsoft
  - Oracle
  - System Administration
  - UNIX

Visit **www.DesTech.com/Education** for a complete list of our course offerings.

POWERFUL PARTNERSHIPS

DesTech maintains the highest levels of partnership with Oracle, Microsoft, and other leading vendors. Our staff holds an array of technical certifications from our strategic partners, meeting the most stringent skill requirements and demonstrating expertise in multiple product and service categories.

ORACLE Platinum Partner

Microsoft

PMI Project Management Institute
Registered Education Provider

ITIL
TRAINING ORGANIZATION
ACCREDITED BY Loyalist

ABOUT DESTECH

Founded in 1991, DesTech is a technology services company that specializes in professional services, hardware acquisition, software licensing, and technical education. We've built a strong reputation across both public and private sectors, with an ever expanding list of industry leaders attesting to the value, expertise and professionalism of DesTech. Our mission is to ensure that our clients achieve success and self-sufficiency through the use of data-centric technology and services.

Visit **www.destech.com** to learn more.

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