

## Comprehensive Solutions®

Proven expertise and a proven track record of results and success.

Standard processes and procedures to provide consistency and quality.

Professional Services offerings that really are professional.

We will look at your project from both Business and IT perspectives.

We will work with your team to define a reasonable approach that meets the business objectives.

We will leverage our expertise, apply our standards, and do everything possible to help make your project a success. When that happens everybody wins!

Our team offers a full range of capabilities customizable into the exact services that you need. Our goal is to help you achieve your goals.

Let the team that has a track record of success instill confidence in you.

## I N C L O S I N G

### When a team with this much experience gathers, only one thing can happen: Results.

Working with Comprehensive Solutions is not about how big of a firm you've selected. It's all about how good.

We're large enough, with the resources at hand to advance your project quickly. Yet we're small enough to provide the attention and follow-through often lost with larger firms.



**A world where business and technology coexist peacefully? Managing expectations from both a business and IT perspective fosters common goals and a unified vision.**

Our unique blend of diverse skill-sets and backgrounds gives us the ability to address issues from all sides.

We take a business approach to IT, looking both at what is fiscally prudent and what makes sense from a technical perspective. It's blue-sky thinking tempered by real-world sense. Adding value is how we sleep at night.

Give us a call. You'll sleep well, too. It's that confidence thing. It really works.



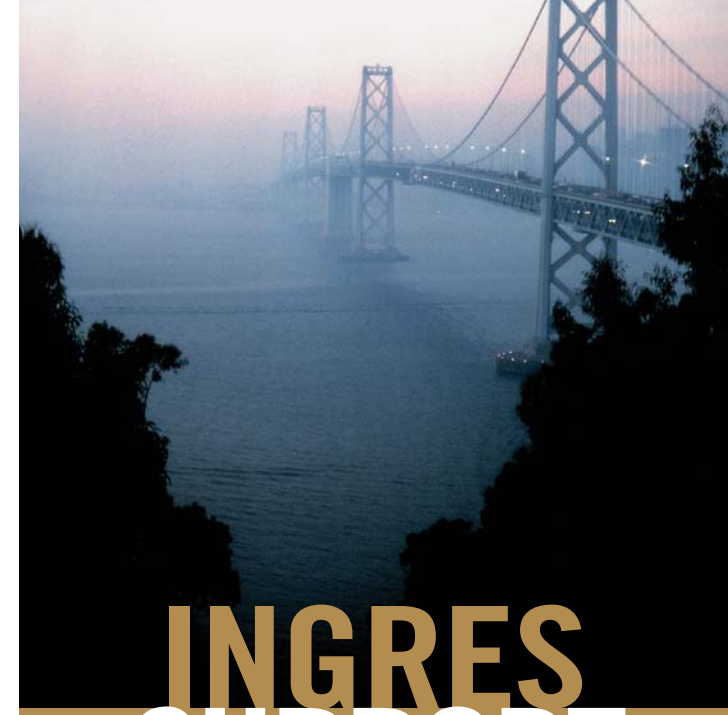
**Comprehensive Solutions®**

"Business Savvy. IT Smart.™"

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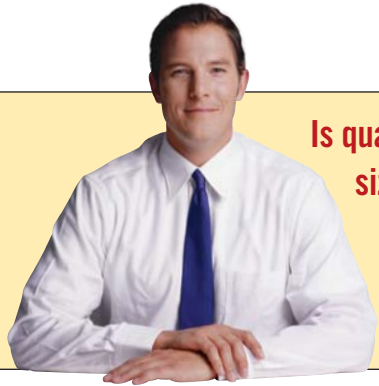
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# INGRES SUPPORT

Your Support  
should be reliable,  
strong, and  
comprehensive.

It should take you where  
you need to be.



**Is quality defined by the size of the company or the expertise of the team working for you?**

## Finding the Best

What makes a support team good?

- Skills and abilities?
- Responsiveness?
- A rich background of experience?
- Standard procedures and tools?
- The ability to apply several people to a problem?
- All of the above!

Even a rock-solid database product like Ingres® can present issues and challenges from time-to-time. When that happens you need a skilled team to work through those issues and move on. Keeping systems running optimally and making progress towards deliverables. That's what businesses require.

Comprehensive Solutions' business is focused around the Ingres product family. Our highly skilled and diverse team, most of whom have worked for software vendors (including Ingres and Computer Associates®), has *the proven ability to provide around the clock, around the world support.*

When it comes to Ingres Consulting and Support we are tough to beat!

## Database Administration: Primary Team or Safety Net?

Do you need support for your entire environment? Help finding and/or training staff resources? Or would you like us to provide second-level support to your existing Ingres DBA team? Whether you need just a little assistance or a lot, our team can provide it. Our support plan is designed to augment vendor-supplied support and maintenance. Our team provides a level of hands-on assistance that normal support does not usually provide. We can be that safety net for your business systems.

## Why Remote Support?

Yes, we can and do provide on-site support. This is often the best way to initiate a project. But it is not the only way to support your mission-critical environment.

Remote support benefits include:

- Enhanced coverage — people and locations
- Ability to add resources quickly and as needed
- Cost savings in unneeded travel expenses
- Quality, Scope, and Cost Control

System monitoring, responding to problems, routine maintenance, installing patches or upgrades, validating



**Would your staff or project benefit from expert assistance and direction? We can help.**

database checkpoints (backups). These are just a few of the tasks that can easily be performed remotely via secure VPN connection.

## Why Comprehensive Solutions?

Most of our Consultants have worked for software vendors and VARS, including Ingres and Computer Associates®. Our staff includes consultants who have actively worked with the Ingres product since 1986. We know the ins and outs of the product.

Comprehensive Solutions has resources located throughout North America and in the United Kingdom. We have provided support globally to one of the world's largest Ingres sites. Most importantly, we have been successfully performing Ingres support (remote and on-site) since our company was founded over 5 years ago.

Our expertise, standard procedures, experience, and tools will maximize our value to your company.

## Design, Development, and Project Management Needs

One reason our support is so good is that our Ingres expertise extends beyond routine support. Most of our Consultants have worked in Development, Support, and Management roles. We can fill gaps in expertise, provide staff augmentation, and work with your team as needed. If something is not a good fit, we will be up-front and let you know.

## Take a Look at Our White Papers and Presentations

Our white papers and presentations provide knowledge to the community and demonstrate expertise in our field. Please visit our website at the address below to review some of our white papers and presentations free of charge:

<http://www.comp-soln.com/whitepapers/>