

Innotiive Asia
initiate & innovate

Company Profile

**E-02-01, Jalan SS6/20A,
Dataran Glomac,
Pusat Bandar Kelana Jaya,
47301, Kelana Jaya,
Petaling Jaya, Selangor.
Tel - 603-78057724
Fax - 603-78057726**

ORACLE Gold
Partner

Company Overview

INNOTIIVE ASIA (M) Sdn. Bhd was incorporated in Malaysia by qualified and experienced professionals to provide premium ORACLE database support, and application software architecture and development expertise. The company's success, as reflected by the growing number of satisfied customers, is built upon its collaborative relationships with customers and business partners, committed employees, responsiveness, flexibility, high-class quality and capabilities.

We are a group of Malaysian Oracle professionals with OCA and OCP qualifications who had worked and consulted for various local based organizations, as well as gaining international and overseas consultancy experience in various industries.

We are committed to providing customers with a wide offering of quality services and total technology solutions characterized by good quality, punctual delivery, reduced time to market and assured cost effectiveness.

INNOTIIVE ASIA complements Oracle's leadership in the comprehensive management of customers' information by providing quality Oracle product support services to its customers.

Among its valued customers are customers from the Telecommunications industry, Manufacturing, Banking sectors and Government agencies.

Our technical consultants have served clients within Malaysia and overseas such as Telekom Malaysia, Celcom, Maxis Communications, Shell Malaysia, Shell Brunei, Intel, Motorola, Saudi Bank, University Malaya, Ministry of Defense, Bank Negara, Hitachi Consumer and many more to be named.

Our clients are from both the public and private sector, across industries, using Oracle on various hardware and operating system platforms.

Our primary goal is to help the clients to fully take advantage of the Oracle software and to keep the Oracle based information systems available and reliable thus maximizing their investment in Oracle technology.

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Some of the customers that Innotiive Asia has provided Oracle Consulting and Services

<ul style="list-style-type: none"> • Telekom Malaysia • Touch n Go • Dagangnet • Jaring • SED • IGS • Puncak Teknologi • OED • GCIS • Global Knowledge • Accenture • Mediashoppe • Multikom • Sapura • Hewlett Packard • Sandz Solutions • The Store • Qinetics Solutions Bhd • Technitium • NTT • Uflexi • Takaful Malaysia • IBM • Petronas • Jabatan Perkhidmatan Awam • Jabatan Perdana • Maxis Bhd • Motorola • Intel • Maybank Berhad • Bank Negara Malaysia • Motorola • Dell Asia Pacific • Seagate • Tenaga Nasional Berhad • Ministry of Defense Malaysia • Ministry of Education Malaysia • LB Aluminium Berhad 	<ul style="list-style-type: none"> • Plato Solutions Sdn Bhd • FSBM Berhad • University Hospital • UMobile • Atos Origin • Century Software Sdn Bhd • Bursa Malaysia • Suruhanjaya Syarikat Malaysia • Online ONE Bhd • DIGI Telecommunication • CIMB Bank • Great Eastern • TESCO • See Hoy Chan • Konsortium Jaya • XYBASE Sdn Bhd • IGS Sdn Bhd • FITOS Sdn Bhd • University Tenaga Nasional • Icrest Sdn Bhd • QR Automation Sdn Bhd • Mexcomm Sdn Bhd • Proton Tanjung Malim • Proton USJ • Malaysian Flour Mill • Schlumberger • Sunway Business • Sunway S&I
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<ul style="list-style-type: none">• ASTRO Berhad• Sapura• Celcom• Oracle Corporation Malaysia• Star Newspaper• Shell IT International (Cyberjaya)• TRW Corporation• Hong Leong Bank• OED Technology Sdn Bhd• ABS Sdn Bhd	
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2.0 Services Provided

INNOTIIVE ASIA helps fit your existing technology to your business processes and problems, as well identify your needs to successfully steer your organization in the right direction towards business success through our services and solutions. From initial strategic planning to rapid implementation of projects, consulting, outsourcing, support and training, INNOTIIVE ASIA Consulting offers a one-stop service center for all your ICT needs.

We differentiate our services from others by ensuring that these services are delivered to address the problem of skills deficit and other critical issues that are being faced by the ICT industry today.

We offer the following services:

- Oracle Database Installation
- Oracle Database High Availability Failover Services
- Oracle Database Installation & Backup/Restore
- Oracle Consulting services for both the Database & Application areas, covering planning, installation, configuration, architecture, administration, management, support and tuning
- Data Conversion & Migration services
- Project Management services
- Advanced Oracle Database Administration (OPS/RAC, Standby Database, Data Guard, Advanced Replication, Oracle 9iAS & High Availability D/B Setup)
- Disaster Recovery Strategy and Capacity Planning
- Oracle DBA Outsourcing Services
- Database Healthcheck & Performance Tuning
- Oracle 10G / 11G Database Upgrade
- Oracle GoldenGate Installation and Configuration

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- Oracle Weblogic Installation
- Oracle Weblogic Performance Tuning
- MSSQL Database Support & Services
- MYSQL Database Support & Services
- Platinum Support Package
- Gold Support Package
- Silver Support Package
- Bronze onsite training

2.1 Customer Support

INNOTIIVE ASIA Consulting support center office currently operates from 9:00am-5:30pm, Monday-Friday, but entertains after office hours support request for emergency situations and scheduled activities with reasonable lead-time notification.

Our extended technical support service provides a 24x365 coverage through a pager call in service for after office hour support (after 5:30pm Monday to Friday and whole of Saturday and Sunday). On-site support for severity 1 or critical problems will be provided if the reported problem cannot be resolved remotely over the telephone.

2.2 DBA Outsourcing Services

Innotiive Asia (M) Sdn Bhd is currently very much involved in providing Oracle Partners with certified and dynamic individuals with many years of experience on a day to day Oracle Database operations (end-user). The current engineers have gone through proper certified Oracle trainings, to provide world class support to our end user. This outsourcing service, is practically designed by taking local graduates, with the right attitude and exposing them to the industry. Some of our many clients include Oracle Malaysia, OED Technology Sdn. Bhd., ABS and others.

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2.3 Our Expertise

We are a team of technical experts and professionals who have built our core expertise in a broad range of disciplines in various industries, performing various roles, and undertaking many tasks and responsibilities. We are able to provide the bridge between the dynamic business needs of an organization and the ever-expanding list of new emerging technologies.

- ✓ **Database Implementation**
 - Basic Installation of the *Oracle* database

- ✓ **Database High Availability Failover Implementation**
 - To ensure High Availability Failover of the *Oracle* database

- ✓ **Database Backup/Disaster Recovery**
 - Provides backup support and tolerance for un-planned outages. To ensure effective and rapid deployment of the *Oracle* database

- ✓ **Database Upgrade/Migration**
 - To upgrade from one version of *Oracle* to the next
 - Provides migration services of *Oracle* database from one version to another or from one hardware to another

- ✓ **Database Healthcheck**
 - Perform to provide recommendations on how to improve the system

- ✓ **Database Performance Tuning**
 - To achieve the highest performance of *Oracle* database

- ✓ **Database Reorganization**
 - Reorganizing of data

- ✓ **High Availability**
 - High availability and replication strategies

- ✓ **Advance Database Administration**
 - Procedures and processes for efficient database management

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- ✓ Oracle Application Server
- ✓ Oracle Weblogic
- ✓ Oracle E-Business Suite

2.4 Why Innotiive Asia

Innotiive Asia currently is **BIGGEST** support team / Technical team for Oracle consultancy within Malaysia. **10 certified OCPs and 5 OCAs**, a total of 15 technical staffs.. All of our consultants are either certified in Oracle 9i or 10G. However saying that, product knowledge on Oracle 7, 8 and 8i are also within their grasp. All consultants are Malaysian citizen, which is why most our clients find it very easy to work and communicate. The other reasons why clients prefer us compare to other SI's or vendor is simply because the quality of delivery and the most important expect of **COSTING**. In terms of pricing we are considered the most **COST EFFECTIVE** within the industry.

2.5 Benefits to Clients

- **Cost effective.**

Eliminates expenses on salary, EPF, Sosco, Medical benefits, Training, etc

- **Product Knowledge**

All consultants within Innotiive Asia are certified by Oracle Corporation either as a Oracle Certified Associate (OCA) or Oracle Certified Professional (OCP)

- **Flexibility**

The company best selling point to each of client is the flexibility of customizing support scope for each environment.

- **Non Biased Approach**

In every critical environment, most clients prefer an intervention of a 3rd party consultant to provide opinions and advise. This gives a better security approach for each environment. In nutshell a non bias approach towards the environment compare to having an internal staff of evaluating the environment.

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