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COMPANY DATA

CAGE 9Q5Z2
UEI LQKTFZMD19B3

NAICS

541519

Other Computer Related Services

SERVICES

Annual Software Support

Malfunction Resolution Support

TECHNOLOGIES

Oracle DIVArchive

Dalet Plus MAM

Spectra Logic Tape Library

ENVIRONMENTS

Broadcast Media Archive

CASE STUDY · FEDERAL CIVILIAN

Annual Oracle DIVArchive software support for the Voice of America enterprise media archive, covering 34 licensed components

A 12-month software support order covered the Oracle DIVArchive estate that links Voice of America's media asset management systems with its robotic tape library.



CLIENT

U.S. Agency for Global Media (USAGM), Voice of America (VOA), Office of Engineering and Technical Services, Washington, DC

34 Licensed DIVArchive components supported

12 months Support period of performance

REQUIREMENTS

- Operational need.** USAGM required annual software support for the archive layer connecting the Dalet Plus and RSHD systems to a Spectra Logic tape library within the VOA enterprise-wide media archive.
- Support availability.** Designated VOA/USAGM administrators required telephone access to support services 24 hours a day, 365 days a year, with a one-hour response target for Severity 1 incidents that halted or severely impaired production use.

SOLUTION DELIVERED



License estate coverage

Support extended to 34 licensed components across 10 module types, including DIVA Core, Data Hub, View, Partial File Restore, Storage Plan Manager and an additional archive robotic system.



Malfunction response coverage

Reproducible software malfunctions were covered under severity-classified incident categories throughout the 12-month period of performance.



Release currency

Corrections, updates, improvements and modifications that Oracle released for the current software generation during the term were included in the support entitlement.