



## Aspicon case study

*'We are able offer our clients more choice, deliver bigger projects using only Oracle SE and SE1 and we get to add our services on top of their product.'*

Dirk Melzer

MANAGING DIRECTOR

Since becoming a Dbvisit reseller in 2008, Aspicon has sold 18 Dbvisit installations. They are a company that prides themselves on forging strong relationships with their clients and technology partners.

Their passion for database technology has seen them become recognized as specialists in the field of Oracle® High Availability and Real Application Cluster (RAC) solutions, official beta testers for Oracle® Enterprise Linux and Oracle® VM Virtualization and the first Oracle® Platinum partner in Germany to have completed all of their Oracle specializations.

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Led by the energetic **Dirk Melzer** and **Steffen Fenger** they offer an extensive range of mainly Oracle-related services that include the installation and maintenance of system environments, remote database administration and managed hosting from their base in Chemnitz, Germany. Their reach extends to Switzerland, Austria, Northern Italy and more recently as far as China, Dubai and the United States.

### Why partner with dbvisit? Complementary Relationship

'Partnering with Dbvisit has worked out well for Aspicon,' says Managing Director Dirk Melzer. 'We are able offer our clients more choice, deliver bigger projects using only Oracle SE and SE1 and we get to add our services on top of their product.' By using Dbvisit Standby they are able to provide their Standard Edition customers with a complete, end-to-end disaster recovery solution: hardware, OS, database licenses and virtualization tools, disaster recovery software and remote installation and consulting services.





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*Dirk Melzer*

*MANAGING DIRECTOR*

## Financial Responsibility

Dirk believes that the generous margin offered by Dbvisit often exceeds those of many other software vendors in the market. 'I'm also happy that they stick to their pricing and work hard to avoid channel conflict,' says Dirk.

Aspicon views the fact that they manage DbvisitProtect support and maintenance subscription renewals as a positive. They generate an on going source of revenue and provide them with a good reason to contact their customers at least once a year. 'We get even more out of our relationship with Dbvisit and it helps us to nurture the relationship we have with our customers,' advises Dirk. It also makes for a less complicated experience for the client as they deal with the company that provided them with the solution and have built a relationship with.

## Quality of Service

Having quality partners is important to Aspicon. Dbvisit are flexible in their dealings with the channel and have fast, efficient and friendly people to connect with. As Dirk states, 'They deliver an excellent service experience. They are really proactive and always provide a complete answer to any question, often anticipating our information needs in advance – they enable us to react quickly for our customers.'

In particular they appreciate the preemptive approach Dbvisit takes to notify resellers of upcoming DbvisitProtect maintenance and support subscription renewals, always providing pricing and relevant customer information.

Dirk summarizes his experience with Dbvisit by stating, 'We are more than happy to have Dbvisit products in our portfolio. They are a great company to partner with.'

For more information on the Dbvisit Partner Programs, case studies, products and services information, contact us on: [partnering@dbvisit.com](mailto:partnering@dbvisit.com), visit our website: [www.dbvisit.com](http://www.dbvisit.com) or call us: **USA** 1-800-933-8007 **INT** +64 9 950 3301