

ORACLE REMOTE DBA SERVICE

Oracle Expert Services

AT A GLANCE

- Remote DBA support 24 x 7
- Option for onsite DBA support
- Extensible remote DBA support for test/development, and production instances
- Remote technical architecture definitions and deployment
- Reduced upgrade cycles and dependency on key users
- Immediate cost savings through outsourcing of routine day-to-day administration and maintenance tasks
- Coverage to match your required time zone
- Out of office hours support

OTHER SERVICES

You may also be interested in the following Oracle Expert Services:

- Oracle Remote Monitoring Service
- Oracle Enterprise Manager Quickstart
- Oracle Backup and Recovery Service

Are you finding it difficult to handle the day-to-day management of your Oracle Database and Oracle Applications, without the luxury of an in-house database administrator (DBA)? If so, help is at hand in the form of the Oracle Remote DBA Service. Rather than recruiting a DBA from the open market, you have the option of full, remote support of Oracle Expert Administrators - benefit from better insight into product development, the latest management issues, and superior access to Oracle support staff. The Oracle Remote DBA Service provides peace of mind and lets you concentrate on your core business.

Overview

Leverage Oracle Consulting's Remote DBA Service to help you support your mission-critical processes by proactively maintaining, monitoring, and responding to your database system alerts while you focus on your core business.

We offer flexible support options from part-time to full-time DBA support, and maintain ongoing communication with you regarding your operations and goals, while ensuring your database continues to operate smoothly.

Oracle's Remote DBA Service provides a guaranteed level of experience and expertise ideal for businesses attempting to adopt and implement new technologies and applications. We can help reduce database support costs without sacrificing performance or availability, while delivering essential continuous database uptime for your business critical applications. Oracle's Remote DBA Service also removes the stress associated with the continual training of in-house DBAs.

Scope of Offering

There are three key components within Oracle's Remote DBA Service offering:

- **iDetect:** We can remotely monitor your Oracle Database, diagnosing any problems and reporting against our findings on a regular basis. Our service includes recommendations for resolving issues and increasing reliability, availability, and performance. This offering includes checks for space management, performance management, resource management, and fault management.
- **iDBA:** Our iDBA service may be used as an alternative to hiring an onsite DBA. This offering provides remote monitoring, notification, and corrective actions for a broad range of DBA functions. With iDBA we provide all the features of the iDetect offering and also offer additional database security,

ORACLE CONSULTING DIFFERENTIATORS

- Oracle Expertise in delivering best practices using standardized methodology, process, tools, and resources
- Breadth of Services for Your Needs to integrate functional, technical, and change management services necessary for optimal user adoption
- Aligned with Your Goals with a cost-effective and comprehensive management solution resulting in project success

instance and session management, schema object management handling, tuning management, and more.

- **iDBA for Applications:** This offering includes our iDBA service and additional Oracle Applications monitoring to ensure that your business critical applications are running at maximum capacity. We offer advice on enhancing your system's reliability, availability, and performance, including monitoring concurrent managers, administering the Web tier, patching applications, and performing overall system administration.

Our iDBA and iDBA for Applications offerings perform the roles of Oracle Expert DBAs remotely. Every day-to-day system management task that can be delivered remotely is comprehensively addressed.

Requirements

- Customer must be running Oracle Database 10g
- Customer must be familiar with Oracle Database 10g, Oracle Applications, and related systems management procedures and concepts
- Customers should enable their VPN gateways for remote connectivity into their systems
- Other systems requirements also apply: please contact your local Oracle office for further details.

Major Deliverables

- Remote technical audits with recommendations
- Proactive checks on certification and compatibility issues
- Regular Oracle Applications maintenance activities
- Installation documentation and comprehensive issues, any required patch application, fixes and patch log

Getting Started

Leverage Oracle's methods, tools and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education and Global Delivery puts the entire Oracle team behind your success.

For more information on Oracle Expert Services, please contact your local Oracle office or visit www.oracle.com/goto/experts.

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