

# ONLINE DBA OPTIMIZED DATABASE AVAILABILITY AND RELIABILITY

**ORACLE**ADVANCED CUSTOMER  
SERVICES**KEY FEATURES**

- 24x7 Monitoring and Administration
- Expert Oracle DBA staff
- Dedicated Service Delivery Manager
- Proactive System Monitoring

*Online DBA helps you maximize your investment in Oracle Enterprise Databases and Applications by providing expert administration and proactive monitoring that helps achieve higher reliability, availability, and performance of your Oracle environment. Oracle Advanced Customer Services experts apply best practices and leverage specialized Oracle proven methods to help ensure that your Oracle environments meet your business requirements, and availability and performance standards, while reducing your staffing and operational costs. Your staff can focus on strategic business objectives while Online DBAs focus on keeping your Oracle environment operating at optimal performance.*

**Optimized System Availability and Performance**

Online DBA experts utilize Oracle technology developed specifically to proactively monitor Oracle environments and apply Oracle's best practices when performing administrative tasks. These practices enable Oracle Advanced Customer Services expert Database Administrators (DBA) to proactively identify and respond to issues that may impact the availability or performance of your Oracle environment. By applying Oracle administrative and management best practices, the quality of maintenance activities is greatly improved and maintenance downtimes are reduced. When combined, these practices will help ensure that you achieve your business service level standards.

**Proactive Monitoring and Administration**

Leveraging Oracle Enterprise Manager and advanced technology only available to Online DBA experts, your systems are proactively monitored 24x7 for issues that could cause a production system outage. Online DBA experts proactively identify and resolve issues with minimal business disruption, resulting in a reduction in total number of issues reported by users. Administrative activities include conducting patch assessments and applying patches, cloning environments, backing up and restoring database schemas, and daily tasks such as user, printer, and database security management. The advanced technology available to Online DBAs reduces the time required to deliver cloned or patched environments—translating into shorter

**KEY BENEFITS**

- Reduced and predictable DBA costs
- Proactive Oracle environment monitoring
- Optimized system performance and availability
- Service life-cycle management

maintenance windows and greater availability of your Oracle environments.

**Skilled Resources at Reduced and Predictable Costs**

Online DBA resources are senior and certified Oracle professionals who are oftentimes difficult to recruit and retain on your own. Delivery of Online DBA services from remote expertise centers, allows Oracle Advanced Customer Services to offer you a highly skilled and professional 24x7 service at a cost well below in-house staffing costs. You will realize reduced staffing costs and eliminate the burden of implementing shifts and/or special compensation plans.

**Oracle Technology Services Management**

Online DBA is focused on ensuring you receive full value of your investment in current and future Oracle technology. Your designated Service Delivery Manager will help ensure a smooth transition to Online DBA services, provide you with service performance metrics once in production, and help you coordinate the adoption of new Oracle technology in the service. Your Service Delivery Manager will increase the business value of Online DBA services by providing strategic guidance and leadership, which can contribute to lower Total Cost of Ownership in Oracle technology.

**Contact Us**

For more information about Online DBA, delivered by Oracle Advanced Customer Services, please visit <http://www.oracle.com/support/advanced-customer-services/index.html>.

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