



Remote Database Administration

24 x 7 Monitoring and Support
Turn Key Database Support
Staff Augmentation
Project /Temporary Staffing
Outsource your DBA headaches

Specialty Services

RAC
DataGuard
Replication / Streams
Performance Tuning
Database · Server · I/O

Emergency Services

24 x 7 Support for Emergencies
Database Crash Recovery
Performance Tuning
Support for most issues

Monitoring Services

24 x 7 Automated Monitoring
Alerts to your staff via Email or Pager
Reports and trending available
Systems monitored every 5 minutes
Customizable configurations



Fast Forward to Database Solutions!

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**REMOTTE
CONTROL
DBA**

Fast Forward to Database Solutions!



REMOTE CONTROL DBA

WHAT:

- » 24 x 7 Monitoring and Support
- » Emergency support included at no extra charge
- » DBMon Database Monitor application included at no extra charge
- » Weekly Status reports
- » Staff Augmentation
- » Temporary Staff

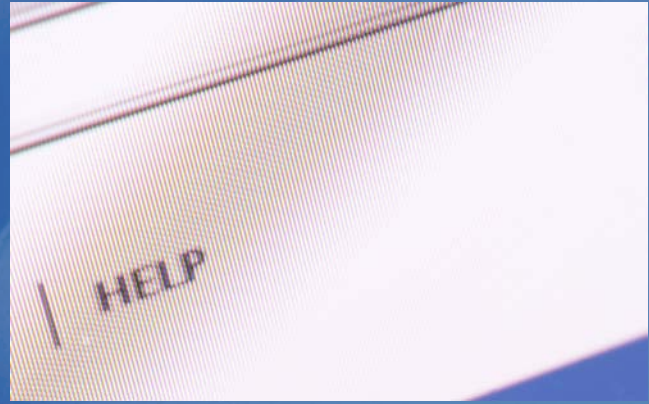
BENEFITS:

- » Cost
- » Turn-Key services
- » Liability
- » Outsource Headaches of hiring, training and retaining DBA staff



How:

- » Team of DBA's dedicated to your account
- » VPN or other encrypted connection for security
- » A la Carte services
 - Senior DBA
 - Mid-Level DBA (Oracle Certified Professional)
 - Junior DBA (Oracle Certified Associate)



SPECIALTY SERVICES:

WHAT:

- » RAC – Real Application Clusters
- » Data Guard
- » Streams / Replication
- » Database Tuning
- » Server Tuning
- » Application Tuning
- » Storage Tuning
- » Unix Tuning

BENEFITS:

- » Expertise
- » Experience
- » Cost
- » Wealth of experience, we have been there – done that.

How:

- » Remote engagements over secure connections
- » On Site engagements

EMERGENCY SUPPORT:

WHAT:

- » Down System?
- » Database that needs Recovery?
- » Project in Jeopardy?
- » Performance problem

BENEFITS:

- » Experienced eyes and hands on the problem
- » A full team of DBA's working in parallel to help solve YOUR problem.
- » Work in parallel with Oracle support services (TAR) often with faster results
- » Conservative approach with respect to your information.

How:

- » Solutions to fit most environments
 - Work with your remote connectivity software
 - Work with your VPN
 - Use our encrypted connections

DATABASE MONITORING

WHAT:

- » 24 x 7 Monitoring
- » Support resources available

BENEFITS:

- » Prevent Outages
- » Monitor for errors every 10 minutes, night and day.
- » Plan for growth

How:

- » Monitoring application designed for smallest possible footprint
- » Secure web site for viewing all data collected
- » Near real time view of current system load and performance
- » Trending reports available

METRICS MONITORED EVERY 10 MINUTES

SERVER

- Server UpTime • Listener UpTime • CPU Utilization
- File System Space
- Wait Queue • Run Queue • Free Memory • Swap Utilization
- Network Errors
- Network Collisions

DATABASE

- Database UpDown • Blocking Locks • Session Limit • Process Limit
- SGA Memory Allocation • PGA Memory Allocation • UGA Memory Allocation

METRICS MONITORED HOURLY

SERVER

- Server UpTime • Listener UpTime

DATABASE

- Lock Limit • DBA Jobs • In Doubt Transaction
- Replication Errors • Snapshot Refresh

METRICS MONITORED DAILY

SERVER

- Clean up old files • Rotate the Network logs

DATABASE

- Invalid Objects • Rotate the Alert log Auto Extend On • Max Extents • Chained Rows • Objects with too many Extents • Percent Increase • Default Tablespace • Percent Sorts to Disk
- Datafile Checks: Record relevant information to Datafile Checks Top 10 SQL Statements for tuning

