

Remote Oracle Database Administration Service Pro

Why Remote DBA?

Are you getting the most out of the investment in your Oracle system? The Oracle Database System has evolved in its complexity. As an example, Oracle has almost 700 configurable parameters. Do you know if all your important parameters have been set correctly? Today's informatics databases require professional DBAs to install, configure and maintain them.

Databases technology is complex and constantly changing. It is impossible for any single individual to be knowledgeable in all areas. Therefore, it makes sense for your company to retain a team of DBAs so they collectively can provide the total Oracle database solution.

Your Oracle database is the platform on which your CambridgeSoft informatics applications depend. You want this platform to be there at all times so you can focus on science. Why become an expert in Oracle if it is not your core business?

It is hard to find a single DBA who has the breadth of expertise in all areas of Oracle that you need. You will have to spend time and money on the hiring process. When you do find this person, it is expensive—at a loaded cost in excess of \$100,000 per year.

If you want a simple cost effective solution to manage your Oracle databases, then our Remote Database Administration service is for you. We will manage your databases at a fraction of the cost of doing it in-house. We will configure your databases, monitor them, maintain them and, if there is a problem, we will take care of it.

Our Remote DBA Services

- **Business Hours Support**
- **Around the Clock Monitoring**
- **Proactive Database Management**
- **Team Support from Professional DBAs**
- **Expert Support in all Database Features**
- **Service Level Agreement**

Our Remote DBA Approach

Our database management philosophy is to be **proactive**. We try to address the issues before they become problems by monitoring the systems continuously which includes:

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- **Database Alert Logs and Traces**
- **Storage Related & Schema Object Alerts**
- **Database Audit Alerts**
- **Resource Utilization**
- **Alerts from Maintenance Jobs**

Our maintenance includes daily jobs to keep the database tuned. Being proactive reduces problems from occurring in the environment. When a problem does happen, our on-call availability reduces the downtime.

Our Requirements

- **VPN access to Database**
- **VPN access to CambridgeSoft Windows account**
- **Current Oracle Technical Support Contract**
- **Internet Email From Database Server**

Service Plan Features

Our standard service plan for production and non-production databases provides Business Hours support for databases. This plan includes:

- **Business Hours Team DBA Coverage**
- **Continuous Monitoring of the database environment**
- **Sub 1 Hour response to any database emergency**
- **Same Day response to any database non-emergency**
- **Regular monitoring of daily maintenance jobs**
- **Continuous space monitoring**
- **Reporting and resolving all serious database alert log messages**
- **Managing and maintaining daily scheduled backups**
- **Performance tuning and space optimization available on an as needed basis, at an additional fee.**

All specifications subject to change without notice.

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