

Managed Services

Oracle Remote DBA Services

Why should you explore Sierra Atlantic’s Oracle Remote DBA Services?

Overview

Sierra Atlantic has been a full service Oracle partner for the past 14 years, supporting over (40) clients with Remote DBA & Hosting Services. As an Oracle applications development partner we have supported global clients of all sizes. Our service offerings are strengthened by our ‘best-in-class’ methodologies and Oracle implementation and integration services, which keeps us in touch with our clients challenges.

Sierra Atlantic delivers Oracle applications and database services rapidly and reliably by leveraging “best practices” learned in the field, coupled with our certified and experienced professionals tending to database needs. Sierra Atlantic covers a broad range of DBA services – from providing a part-time support DBA, to enhancing your existing DBA staff, through to providing full-time remote DBA coverage.

Key Challenges

Some of the key challenges IT Managers face today are:

- DBA staff attrition
- A lack of Oracle expertise to support end-user demands
- The high cost of supporting Oracle software
- The need for 24 x 7 support of Oracle applications for worldwide implementations
- Increasing pressure to reduce maintenance and system administration costs
- Keeping pace with the technology and skills to manage Oracle technology
- Keeping system downtime to a minimum and providing consistent and effective service

The Solution

Our services are flexible to cater to the varied requirements of our clients. We have created different service levels to enable us to offer part time holiday cover through to complete outsourcing of Oracle databases and applications. Sierra Atlantic’s **GuardWatch™** Services provide 24x7x365 proactive monitoring of all Oracle databases and applications at our clients’ locations, fixing potential system issues before they become critical, thus ensuring system continuity.

The Basics

GuardWatch™ is our Oracle database and applications DBA service brand. We monitor and tune all of our clients’ Oracle environments, respond to system performance issues, ensure backup and recovery capability, and offer a variety of service levels. The table below outlines some of the comprehensive alert monitoring points that are included in the **GuardWatch™** family of services.

- Oracle Applications Tuning
- Application Patching
- Oracle Database Performance Tuning
- Monitor Trace and Dump File Alert
- Alert Log
- Hot File Reads Alert
- Hot File Writes Alert
- Data Buffer
- Disk Sorts

“Following the loss of our junior DBA, the responsibility of all the Oracle database monitoring, maintenance, and off hour support responsibilities were placed onto our Senior DBA. Sierra Atlantic offered their RDBA services as an addition to our senior DBA, allowing him to work on strategic projects and offloading any off hour support. Sierra Atlantic’s shared, nearshore service model provided a better support model and a lower cost of support.”

A Leading Manufacturing Company

“At a time when we continued to lose DBA’s (and the knowledge they had acquired) based on the fact that their Oracle platform had reached a static mode, and the DBA’s were no longer being challenged and therefore is not learning, Sierra Atlantic provided us with a quality DBA service that maintains a static Oracle platform. This provided us with a cost effective solution and eliminated the risk of further DBA staff attrition.”

A Leading Biotech Company

Sierra Atlantic endorsed at Collaborate 2007

Charles E. Phillips Jr.
President,
Oracle Corporation



- Redo Log Space
- Chained Row
- Shared Pool Contention
- Operating System Monitoring
- Background Wait
- System Waits
- Library Cache Misses
- Database Writer Contention
- Monitor Oracle System Availability
- Monitor Oracle Backups
- Monitor Table and Index Extents
- Monitor Tablespace Utilisation
- Monitor Disk Utilisation
- Monitor Listeners
- Monitor Servers Difficult deburring processes

Benefits of GuardWatch™ Remote DBA Services

Lower cost over traditional employee-based DBAs. Customizable support to fit our clients' needs. Expert Oracle support delivered through a single point of contact. High availability guarantee. Continuity of support. No loss of company knowledge. No training required.

Sierra Atlantic GuardWatch™ Packages include:

- 24x7 production down support
- 24x7 full proactive monitoring of the Oracle databases and applications
- 24x7 Web-based support available online
- Free Oracle database and applications point release upgrades
- Single point of contact with an experienced primary and backup DBA
- Security first-triple DES* encrypted VPN
- Performance tuning
- Backup and recovery
- Best practises
- Customisable and flexible options
- Optional help desk support
- OS monitoring
- Flat fee—monthly pricing
- Weekly status reports
- E-mail notifications



About Sierra Atlantic

Sierra Atlantic is the leader in offshoring enterprise applications and outsourced product development. With expertise derived from deep R&D relationships with enterprise software leaders such as Oracle and Microsoft, we provide full lifecycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic is amongst the largest IT services companies, offering services in the "New Oracle Economy", Outsourced Product Development and Microsoft competencies, with global delivery from both India and China. Over 200 active customers currently address their business needs leveraging our Nshore™ methodology and best-in-class Global delivery capabilities. A recognized leader in quality, Sierra Atlantic has been the recipient of many distinguished awards including Oracle Partner of the Year, Microsoft Gold Certified and NXT Delivery Partner, IDC DQ Top 20, and Great Places to Work. Sierra Atlantic is headquartered in Fremont, California and maintains operations in 16 countries across North America, Europe and Asia Pacific. For more information, please visit www.SierraAtlantic.com.

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