

# ***Seven Reasons to Explore Oracle Remote DBA and Hosting Services***

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**1000+ People...focusing on...100% Customer Satisfaction**

Fremont, CA | Dallas | Chicago | Boston | New York | Toronto | London | Paris | Geneva | Dubai | Hyderabad, India | Singapore | Kuala Lumpur



- Full service Oracle partner for past 14 years
- Supporting over (40) clients with Remote DBA/Hosting Services
- Migrated several clients from Oracle on Demand
- Oracle implementation and integration services
- Oracle applications development partner
- Supporting global clients of all sizes
- This has kept us in touch with our client challenges...

- Staff Attrition

- Challenges
  - Oracle Application DBAs hard to keep
  - Training new staff becomes difficult
  - Critical company knowledge may be lost
  - Mission critical systems are at risk
- Solution: “GuardWatch™ Remote DBA support”
  - A primary DBA is assigned along with a backup
  - Single point of contact for all technical concerns
  - Vacations, maternity leaves, sick leaves, and attrition become non issues

- Staff attrition
- IT appreciates a support team

- Challenge
  - Staff needs trusted advisor to bounce questions
  - Budgets do not allow full staffing
  - Staff DBA's are deployed on strategic projects, leaving database environment vulnerable
- Solution: “GuardWatch™ Remote DBA support”
  - Primary and backup DBAs provide “second set of eyes”
  - DBA team provides collective intelligence gathered from supporting many client issues
  - Remote DBA can free up your staff's time for strategic projects

- Staff attrition
- IT appreciates a support team
- Users demand system uptime and performance

- Challenge
  - Oracle investment is significant – expectations are high
  - Meeting SLA's becomes more challenging as more people use the system and more modules are implemented
  - Global rollouts require 24 x 7 uptime
  - Anticipating problems becomes difficult
- Solution: "GuardWatch™ Remote DBA support"
  - Latest software tools are in place to anticipate problems before they impact business
  - 24 x 7 production uptime is guaranteed through global delivery model
  - SLA's are tight and clear

- Staff attrition
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- Users demand system uptime and performance
- Oracle requires considerable maintenance

- Challenge
  - 40% of a DBAs time spent on low level administration of production environments
  - Considerable patching & cloning is required during off hours when staff is not available
  - Upgrades are often required to improve business but take considerable time and effort
- Solution: “GuardWatch™ Remote DBA support”
  - Maintenance routinely performed through the use of proactive monitoring tools and best practices
  - Patching and cloning are done during “best time” for clients through global support teams
  - Technology upgrades are done as part of contract



# Sierra Atlantic Major Concerns our Clients Face

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- Staff attrition
- IT appreciates a support team
- Users demand system uptime and performance
- Oracle requires considerable maintenance
- Companies require 24x7 support

- Challenge
  - Global support requires multiple shifts and long hours
  - US based team is often stretched severely
- Solution: “GuardWatch™ Remote DBA support”
  - Off hour support is done without impacting staff
  - Proactive monitoring is done through software tools
  - Production uptime is guaranteed
  - 24 x 7 mentoring through functional help desk support

- Staff attrition
- IT appreciates a support team
- Users demand system uptime and performance
- Oracle requires considerable maintenance
- Companies require 24x7 support
- Best practices are not always followed

- Challenge
  - Each version of Oracle requires a learning curve
  - Training budgets are cut and time is not available
  - Software tools and monitoring systems are not in place
- Solution: “GuardWatch™ Remote DBA support”
  - Fully trained, experienced Application DBAs deliver service using best practices
  - Collective intelligence is provided through team approach
  - Remote DBA becomes “trusted advisor” for Oracle platform

- Staff attrition
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- Users demand system uptime and performance
- Oracle requires considerable maintenance
- Companies require 24x7 support
- Best practices are not always followed
- IT staffing has become very expensive

- Challenge
  - Managers burdened with more work and less funding
  - Budgets need to be focused on strategic services
  - Average loaded cost of DBA = \$136K (Salary.com)
- Solution: “GuardWatch™ Remote DBA support”
  - Savings of 25-40% can be generated through shared managed services
  - Savings can be invested in key knowledge resources

- Staff attrition
- IT appreciates a support team
- Users demand system uptime and performance
- Oracle requires considerable maintenance
- Companies require 24x7 support
- Best practices are not always followed
- IT staffing has become very expensive
- Managing infrastructure is costly and technology is constantly changing

- Challenge
  - Shortage of skilled support staff
  - Technology changes rapidly – difficult to keep pace
  - Total cost of ownership is increasing
  - Hosting Oracle is not a core business competency
- Solution: “HostWatch™ services”
  - Staffing needs are covered with highly qualified people
  - Security and monitoring covered 24x7
  - Technology is upgraded as part of the solution
  - Services are shared, which lowers your TCO
  - Allows you to focus on your core business competencies

- GuardWatch™ Remote DBA Services
  - Single point-of-contact with technical skills (your Primary DBA)
  - Support for all current Oracle Database and Application versions
  - Fixed price 24x7 support
  - Proactive monitoring and remediation
  - 24x7 patching capability
  - Free dot release upgrades
  - Infrastructure configuration guidance
  - Operating System support
  - Linux migrations
  - Functional helpdesk support available
  - Disaster Recovery services available
- HostWatch™ Services
  - Includes all GuardWatch Remote DBA services
  - Oracle Database and Applications Hosting
  - Hosted at Level 4 Datacenter facility



# What Sierra Atlantic Clients Value

- A single point of contact for technical needs
- Proactive approach
- Being able to set up Oracle their way
- Receiving reports and trends on their system performance
- Tight SLA's to guide practices, not to issue credits
- Trusted advisors for their infrastructure issues
  - Migrating to Linux, sizing, security
- Second set of eyes for their other Oracle needs
- 24x7 monitoring with Mercury tools
- Production uptime 24x7
- Having someone local to meet with if necessary
- Over delivering of services – no hidden charges

**How Might We Help You?**



# Thank You

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