
SmartDog's DBA On DEMAND™ Service Overview



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The SmartDog DBA on Demand™ Approach

SmartDog Services' DBA on Demand™ is a comprehensive **Oracle Database Support Service** that is unmatched in the industry. No other company offers the depth, range, and experience of **SmartDog** in managing Oracle's suite of technology products, including databases, application server and E-Business applications, E-Business Suite, Applications Servers etc.

Experience

Customers who subscribe to **SmartDog's Support Program** enjoy access to some of the most knowledgeable **Oracle Database Administrators** in the industry. These seasoned **DBAs** have experience in the most demanding of environments, and their expertise covers the entire spectrum – including managing **Oracle E-Business Applications, Data Warehouses, Data Guard, Oracle Streams, Real Application Clusters (RAC) and Parallel Server Environments, Internet-Enabled Databases**, as well as developing and managing **Backup/Recovery and Disaster Recover Strategies**.

Unlike competitive offerings—which often provide relatively inexperienced, junior-level **DBAs** – with **DBA on Demand™** you won't be paying for someone else's **DBA** education. **DBA on Demand™ Professionals** undergo continuous training in the latest **Oracle Database Tools and Technologies**.

DBA on Demand™ supports the most common database environments and computer platforms, including **Oracle RDBMS 8i thru 10g** running on virtually any **Unix, Linux and Windows Operating Systems**.

We Stay Connected

Each **SmartDog DBA on Demand™** solution begins with a **Database Setup** conducted by an experienced **DBA Professional**. This includes the **Monitoring Service Installation/Configuration and a formal Customer On-boarding Process**. An optional **Database Environmental Assessment** is available for customer's wishing to receive detailed documentation and initial recommendations for their **Oracle Database Environment**. The assessment yields a thorough report with the understanding of each customer's database environment, backup/recovery strategy, security and performance tuning and production support recommendations; all this can help ensure the success of **DBA on Demand™**.

Once the set up is complete, it's all about automation. **SmartDog Services** has a superior set of **DBA Monitoring Tools** that can be used for **Oracle Database and Oracle E-Business Application Environments**.

SmartDog Services DBA on Demand™ Monitoring Tool is an around the clock monitoring tool that provides peace of mind to our clients. Essentially, our **DBA on Demand™ Team** receives automatic alerts and depending on the scope of the alert, using proven processes, the **DBA on Demand™ Team** will access the compromised database and perform any necessary remediation.

Further, the **DBA on Demand™ Team** proactively verifies the status of a number of important database features on a daily, weekly, and monthly basis. Our **DBA on Demand™ Team** is in constant communication with our clients notifying them of the work log status, resolutions, and recommendations.

At any time, the customer can view and update the status of all **Service Requests** that are being performed by the **DBA on Demand™ Team**.

Team Coverage and Support

DBA on Demand™ utilizes a team approach to ensure that customers receive an optimal level of support. **SmartDog Professionals** undergo a series of technical interviews and tests before they are admitted to the **DBA on Demand™ Team**.

By relying primarily on **Remote Support Techniques**, **SmartDog Services** ensures coverage at all times and widens the range of expertise that can be quickly tapped to address technical issues.

Ongoing remote support (available up to 24x7) is accomplished through high-speed remote access and advanced tools for remote connectivity and monitoring. **SmartDog Services** can connect via any method supported by the customer's site.

A Cost-Effective Choice

DBA on Demand™ is designed to be a cost-effective choice regardless of the size or complexity of a company's database environment; you receive all the benefits and none of the headaches. Multiple service levels allow our customers to tailor their service to their specific needs. And, **DBA on Demand's** simple yet effective premise enables companies to "share" some of the best database administrators in the world at a fraction of the cost of hiring them full-time or using expensive **DBA Contractors**. Many of our customers use the **DBA on Demand™** service to supplement their **Production Support** requirements enabling their internal DBA resources to focus on critical projects while other customers utilize the expertise our **DBA** resources to perform critical projects requiring specialized skill sets.

Benefits of SmartDog DBA on Demand™ Support:

Just a Few of the Many Benefits of Our DBA Support Program:

- Service Levels with the flexibility to meet virtually any need, from periodic database monitoring to major product support
- Relieves the burden placed on your in-house IT staff
- Cost-effectively expands your database coverage to 24 x 7
- Supplements the skill level of your own **Senior DBA or DBA support staff**
- Improves operations efficiency
- Increases database up time and performance
- Reduces your **DBA** consulting costs, while increasing database coverage, especially during peak periods of activity
- Provides consistency in your **DBA** support coverage during employee turnover and extended vacations, emergency time off, etc.
- Access to **Senior DBAs** with practical experience supporting the entire spectrum of **Advanced Oracle Database Technologies**
- Fast access to our **Senior DBAs** through our internet based service request system or our 800#

Typical Ways Clients Use SmartDog DBA on Demand™:

DCC Services works closely with each client to design a targeted solution that meets the client's circumstances.

Examples of how **SmartDog** clients use this service:

Enhances Your DBA Skill Base

Few **DBAs** are expert in all of the potential uses of **Oracle**. **DBA on Demand™** shortens the learning curve, and helps eliminate errors.

Major Product Support

Significant database projects require the skill of experienced **DBA Professionals** to ensure success. **DBA on Demand™** has those professionals, and they assist your staff in making the correct decisions – up front - in order to avoid serious long-term issues.

Supporting the Senior DBA Function

Some companies simply cannot justify a fulltime **DBA**. The limited skill sets of a client in this situation can be supported by **DBA on Demand™** to assist the activities of the administrator.

Supplementing Your Existing DBA Staff

Your database operations can be covered by **DBA on Demand™** whenever your **DBA** is out of the office for whatever reason, or for peak periods when one **DBA** just won't do.

Routine Database Maintenance

Why would you want to have your highly paid **Senior DBA** do basic database maintenance instead of focusing on critical database issues? **DBA on Demand™** can relieve your **Senior DBA** of doing mundane activities so that he can be more productive.

Remote Database Monitoring

Remote database sites can be monitored and maintained by **DBA on Demand™** when placing a **DBA** onsite is not practical or cost-effective.

Remote Database Consulting

Remote database consulting can be performed by a **Senior DBA** who is already knowledgeable of your database environment. This reduces the time required to deliver the project, the cost of the project and produces higher quality results than contract **DBAs**.

SmartDog DBA on Demand™ Service Level Options:

The flexibility of **SmartDog DBA on Demand™** is designed to support the needs of any size company or database. Our **DBA Professionals** will assist you in selecting the level of coverage to best suit your circumstances. Each service level provides database monitoring, 24x7 DBA availability, client portal access, monthly reporting and recommendations. The difference between each service level is the amount of support included. Following are the Service levels offered by **DBA on Demand™**:

Safe and Sound

This level of support is designed to ensure that the customer database remains functioning. Full Support is provided Monday through Friday from 9AM to 5PM local time.

Intermediate

This service level contains the Safe and Sound service level with additional **DBA Services** for 7 days per week from 7AM to 7PM local time.

Advanced

This service level contains the Intermediate service level with additional **DBA Services**. It extends support and monitoring coverage to 24 x 7 x 365.

Oracle E-Business Applications Add-on Module

Tailored for an **Oracle E-Business Application Environment**, the **Oracle E-Business Applications Add-on Module** can be added to the Advanced and Intermediate database service levels mentioned above. Application specific services included applying server side patches, Oracle E-Business cloning, and managing TARs. For customers running the **Oracle Applications 11i E-Business Suite with autoconfig enabled**, the **Add-on Module** also monitors the status of your installed **Oracle Applications Technology** and alerts the **DBA on Demand™ Team** of outages so that they can initiate corrective action.

Oracle Applications Server Add-on Module

Monitors the status of your installed **Oracle Application Server** components and alerts the **DBA on Demand™ Team** so they can initiate corrective action.

Supplemental Support

This is delivered through pre-paid hourly block time in which our clients can access the **DBA on Demand™ Team** 24 hours a day 7 days a week to perform a variety of task ranging from simple to complex.



SmartDog Services DBA on Demand™ Summary:

We're always on call. **24 hours a day, 365 days a year** - whenever you need it.

We maintain a staff in shifts throughout the day and night to monitor and solve your database problems.

We would love the opportunity to earn your business as well...you won't be disappointed, just ask our clients.

For more information, please contact:

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