

Critical Care Monitoring

Benefit

- Increase IT efficiency by off-loading minor resolution tasks
- Increase visibility into an environment that may not have been correctly configured
- Gain better understanding of recurring issues by tracking errors as they occur and suggesting changes necessary for resolution
- Top talent in Oracle Database Administration looking after your system

Database environments are a critical part of any business. Should there be a problem in the production environment, productivity and money could be lost.

Overview

SmartDog Critical Care Monitoring (CCM) continuously monitors the critical components of your Oracle environment such as the database, database listener, alert log, and archive log destination.

If a critical issue is identified by the CCM software, the designated administrator will be notified of the issue along with a plan for resolution. In the event that our SmartDog CCM staff is unable to contact the designated administrators within a pre-defined time period, SmartDog can be authorized to automatically perform up to four hours of work per occurrence at a standard, negotiated rate.

Scope

The SmartDog CCM offering is designed to provide an effective monitoring and issue resolution strategy. CCM can augment the current strategy to include off hours and vacations.

CCM can encompass either 24x7 or specified off hours monitoring and problem resolution. With SmartDog CCM, you can achieve expanded support without adding additional head count.

CCM service includes the installation of the customized CCM scripts. You will have access to the remote database administration team through our customer portal and/or by phone. The SmartDog team is available 24x7.

To get started, please contact your SmartDog representative or visit us at www.smartdogservices.com.