

DBA on Demand

DBA on Demand™ is a comprehensive support service for Oracle’s suite of technology products including databases, application servers and E-Business Suite applications. Originally introduced to the market in 1999, DBA on Demand has a proven depth and range of experience that is unsurpassed in the industry. And, because it is designed to be a cost-effective choice regardless of the size and complexity of a company’s database environment or existing support personnel, DBA on Demand is the best way to expand your database coverage to 24 X 7 support.

Service Level Options:

Service Level	Coverage
Advanced	24 hrs/day, 365 days per year
Intermediate	7am-7pm, 7 days per week
Safe and Sound*	9am–5pm, Monday–Friday

**not available for E-Business Suite customers*

DBA on Demand provides:

- 24/7 database and Oracle E-Business Suite technology stack monitoring
- Proactive database administration
- 15-minute response time for emergency situations
- Active issue management
- Table space, file, and space management
- Backup and recovery monitoring
- Installations, patches, minor point release upgrades
- 24/7 on-call, live support
- Primary DBA for each customer
- Tailored support for Oracle E-Business Suite



Why SmartDog Services?

- Experienced, senior Oracle certified DBAs
- Full support of RAC, Data Guard, Disaster Recovery and other advanced Oracle environments
- 20+ years experience supporting Oracle databases and applications

About SmartDog

SmartDog Services, www.smartdogservices.com, is the leading provider of consulting services for Oracle and is known in the marketplace as the “Oracle customer’s best friend.”

From full-scale implementations to ongoing support, companies benefit from our proprietary diagnostics which enable our experts to quickly identify improvement opportunities in the software and proactively implement these improvements.

Named SMB TOLA Partner of the Year by Oracle in 2010 for the fourth year in a row, SmartDog Services is an Oracle Platinum Partner. Our consultants are US-based, full-time employees of SmartDog Services and offer an average of more than ten years of Oracle experience on each of their resumes.

Please visit our web site to see a full list of our awards and accolades and a sampling of customer endorsements.

