



Oracle Core DBA Remote Support Solution and Services

- ✓ Do you need a DBA but only on as needed basis?
- ✓ You need to supplement your DBA staff with remote DBA due to heavy workload or critical projects?
- ✓ Is your DBA going on vacation and you need temporary DBA help?
- ✓ You want to avoid high cost of overhead with a highly skilled and efficient remote DBA team but with a very low cost?

ANR's remote DBA Support Solutions can help reduce your pain by leveraging our experienced DBAs only as and when you need them.

ANR has strong experience with the following prominent solutions in the market place:

- ❖ Oracle Database version 7, 8, 8i, 9i, 10g, 11g, 11g R2, 12c
- ❖ Oracle Real Application Cluster 10g, 11g, 11g R2, 12c
- ❖ Oracle Data Guard and Golden Gate
- ❖ Oracle E-Business Suite 11i and R12
- ❖ RMAN Backup and Recovery
- ❖ Proactive Monitoring and Performance Tuning

ANR Consulting Group, Inc.

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ANR Consulting Group, Inc. is a trusted provider of remote Oracle Core Database Administration (DBA) support services. All remote Oracle support is performed by subject matter experts with years of Oracle Core DBA experience. ANR specializes in supporting clients with mission-critical database system that require high level of performance and reliability. ANR uses combination of custom scripts and available monitoring tools such as Oracle Enterprise Manager to pro-actively monitor client's database environments. ANR can provide remote support for Oracle database 7 through latest 11g and 12c versions.

Duties and Deliverables:

Oracle Core DBA Duties:

- 24 x 7 database monitoring. Monitoring includes:
 - Oracle backups and/or host-based backup functions
 - Oracle database alert logs, error logs, incident logs
 - Database space utilization and growth
 - Database performance, locks, waits, and events, utilizing and potentially enhancing existing Oracle Enterprise Manager or via custom scripts.
 - Oracle Real Application Cluster (RAC) Node's including health of cluster related services, underlying storage such as (Automatic Storage Management) ASM, Network connections etc.
 - Oracle Data Guard setup including Primary and Secondary sites, archive log gaps and failover.
 - Oracle RDBMS audit trail and/or other security logs and existing security-related measures currently implemented
 - RDBMS aspects of the O/S kernel, file-system space utilization, and O/S thresholds.
- Database Maintenance
 - Database cloning/refreshing
 - Database patching and administration
 - Periodic space management evaluations
 - Performance evaluations as necessary





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Why choose ANR remote DBA Solution?

- ✓ **Cost Savings:** ANR's remote DBA team can help reduce overhead costs by supplementing internal staff, managing heavy workloads or critical projects requiring specialized skills
- ✓ **Save Time:** Free up time by delegating daily DBA tasks from internal staff so they can focus on new projects
- ✓ **Reliability:** Have DBA experts available to jump-in in case of database emergency or to increase monitoring during peak hours

NO RETAINER OR ANNUAL CONTRACT REQUIRED:

- ❖ **You pay only for the services you receive and only if and when you need it**
- ❖ **There are no annual contracts**
- ❖ **There is NO monthly retainer fee to worry about**
- ❖ **You pay as you go with no specific commitment**

- Oracle DBA Maintenance and Support
 - Engage in the client production support process and handle problem tickets as assigned
 - Assist end-users, developers, and other IT resources in problem determination and remediation, including follow-up and monitoring of Oracle Service Requests
 - Release to Production procedure
 - Oracle Service Requests
- Backup, Recovery, and Disaster Recovery
 - Review current backup and recovery strategy, provide suggestions as appropriate, and document/develop failure or disaster recovery procedures if necessary
 - ANR will work with Client's UNIX/Windows and/or Backup/Storage administrators during database/applications recovery situations.
- Reporting
 - Activity reports summarizing ANR's activities
 - Status reports for open issues

Response/Resolution Service Levels

Class	Priority	Response	Resolution
Production/ Test/ Dev	Severity 1	30 min, 24x7 Coverage	<ul style="list-style-type: none"> • 8 hr defect resolution • 72 hr research/CR generation
	Severity 2	6 hr, 24x7 Coverage	<ul style="list-style-type: none"> • 24 hr defect resolution • 144 hr research/CR generation
	Severity 3	12 hrs, 24x7 Coverage	<ul style="list-style-type: none"> • 48 hr defect resolution • Best effort research/CR generation
	Severity 4	24 hrs, 24x7 Coverage	<ul style="list-style-type: none"> • Best effort defect resolution • Best effort research/CR generation

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