



## DBA PRO BENEFITS

- *Cost-effective and flexible extension of your IT team*
- *Proactive database maintenance and quick resolution of problems by Oracle experts*
- *Increased database uptime*
- *Improved database performance*
- *Constant database monitoring with Database Rx*
- *Onsite and offsite flexibility*
- *Reliable support from a stable team of DBAs familiar with your databases*

## CUSTOMIZABLE SERVICE PLANS FOR ORACLE SYSTEMS

Keeping your Oracle database systems highly available takes knowledge, skill, and experience. It also takes knowing that each environment is different. From large companies that need additional DBA support and specialized expertise to small companies that don't require a full-time onsite DBA, flexibility is the key. That's why Database Specialists offers a flexible service called DBA Pro. With DBA Pro, we work with you to configure a program that best suits your needs and helps you deal with any Oracle issues that arise. You receive cost-effective basic services for development systems and more comprehensive plans for production and mission-critical Oracle systems.

### DBA Pro's mix and match service components

#### Access to experienced senior Oracle expertise when you need it

We work as an extension of your team to set up and manage your Oracle databases to maintain reliability, scalability, and peak performance. When you become a DBA Pro client, you are assigned a primary and secondary Database Specialists DBA. They'll become intimately familiar with your systems. When you need us, just call our toll-free number or send email for assistance from an experienced DBA during regular business hours. If you need a fuller range of coverage with guaranteed response times, you may choose our 24 x 7 option.

#### 24 x 7 availability with guaranteed response time

For managing mission-critical systems, no service is more valuable than being able to call on a team of experts to solve a database problem quickly and efficiently. You may call in an emergency request for help at any time, knowing your call will be answered by a Database Specialists DBA within a guaranteed response time.

#### Daily review and recommendations for database care

A Database Specialists DBA will perform a daily review of activity and alerts on your Oracle database. This aids in a proactive approach to managing your database systems. After each review, you receive personalized recommendations, comments, and action items via email. This information is stored in the Database Rx Performance Portal for future reference.

#### Monthly review and report

Looking at trends and focusing on performance, availability, and stability are critical over time. Each month, a Database Specialists DBA will review activity and alerts on your Oracle database and prepare a comprehensive report for you.

#### Proactive maintenance

When you want Database Specialists to handle ongoing proactive maintenance, we can automatically access your database remotely and address issues directly — if the maintenance procedure is one you have pre-authorized us to perform. You can rest assured knowing your Oracle systems are in good hands.

#### Onsite and offsite flexibility

You may choose to have Database Specialists consultants work onsite so they can work closely with your own DBA staff, or you may bring us onsite only for specific projects. Or you may choose to save money on travel time and infrastructure setup by having work done remotely. With DBA Pro we provide the most appropriate service program for you.

# Database Specialists: DBA Pro Service



## INCLUDED WITH DATABASE RX

All DBA Pro services include Database Rx, our automated database monitoring and alert notification service. Database Rx monitors these and other key areas:

- Instance configuration parameters
- Messages in the alert log
- I/O and free space
- Tablespace sizing and configuration
- Redo log configuration
- Rollback segment configuration and contention
- Temporary tablespace configuration
- User configuration
- Session statistics
- Wait events and locks
- Latch statistics and contention
- Shared pool statistics
- SQL statement execution and performance
- Object sizing and storage
- Index definitions and usability
- Database jobs
- Customer-defined metrics and alerts

*"Database Specialists offers a well-rounded set of experts who can assist companies in a wide range of database-related activities. It is clear that they are an asset to any team."*

Wm. Brad Gallien  
Vice President  
NetForce, Inc.

## TRUST DATABASE SPECIALISTS FOR ONGOING DATABASE SUPPORT

Our Oracle Certified Professionals have an average of eight years of experience, specifically with Oracle technology. We have been providing Oracle systems consulting since 1995. Our consultants know how to assess the situation, plan solutions in a timely manner, tackle system issues with efficiency and accuracy, and transfer critical knowledge to your in-house personnel. After all, there's no substitute for experience.

### Database Rx: automated system monitoring included with all DBA Pro services

All DBA Pro plans include the use of Database Rx, our automated web-based Oracle database monitoring and alert notification service. Depending on the service plan you choose, you can designate whether your in-house staff or the DBA Pro team receives ongoing database alerts. You'll also have an accurate record of your service history. All database activity and performance history, calls and requests to Database Specialists, recommendations by Database Specialists DBAs, and monthly reports are easily accessible at the Database Rx Performance Portal 24 x 7 via HTTPS.

### Database access and security

Except for pre-authorized maintenance services, there is no need to provide Database Specialists with constant access to your database or full DBA privileges. You may choose to provide read-only or DBA-privileged access in specific instances in order to perform a specific task, but Database Specialists DBAs won't be logging in to your database unless you want us to. Database Rx uses a unique push technology that allows us to effectively monitor your databases and give you detailed recommendations without logging in to your database remotely.

### Full database administration outsourcing

By configuring a DBA Pro service plan with all available components, you get a full DBA outsourcing solution for mission-critical systems — including proactive monitoring, 24 x 7 availability, full database maintenance, and special projects.

### Special projects

As we work together with you as part of your database support team, you may find you need additional assistance in areas such as performance tuning, backup and recovery planning, database migrations or upgrades, mentoring, and special projects. These can be performed onsite or offsite, depending on the task. And, we'll have the benefit of our ongoing familiarity with your system developed through our DBA Pro services.

SYSTEM ARCHITECTURE | DATABASE DESIGN | PRODUCTION SUPPORT | PERFORMANCE TUNING | DATABASE DEVELOPMENT



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## DATABASE RX FEATURES

*Here are just some of the aspects of your Oracle environment monitored by Database Rx:*

*Instance configuration parameters*

*Messages in the alert log*

*I/O and free space*

*Tablespace sizing and configuration*

*Redo log configuration*

*Rollback segment configuration and contention*

*Temporary tablespace configuration*

*User configuration*

*Session statistics*

*Wait events and locks*

*Latch statistics and contention*

*Shared pool statistics*

*SQL statement execution and performance*

*Object sizing and storage*

*Index definitions and usability*

*Database jobs*

*Customer-defined metrics and alerts*

## AUTOMATED ORACLE DATABASE MONITORING AND ALERT NOTIFICATION

Database Rx is a subscription-based service that provides secure, automated monitoring and analysis of your Oracle databases. With Database Rx, you receive real-time notification of performance, stability, and scalability issues before they compromise database performance or result in expensive downtime. Database Rx also provides management reporting for capacity planning, performance tracking, and configuration management. This cost-effective service alerts you of database problems immediately and provides recommended courses of action. Simply put, Database Rx is your prescription for a healthy database.

### How it works

The Database Rx agent, which you install on your database server, is lightweight and non-invasive. It acts as a collector to gather and upload performance data to the Database Rx Performance Portal for processing. You schedule how often the agent runs. (We recommend a basic "ping" every five minutes and full performance data collection once every hour.) Data received at the Performance Portal is analyzed immediately and alerts are created based on detected problems or issues that could lead to problems. You specify when alerts generate alpha-pages, email messages, or no notification at all. You can also easily customize who receives alert notifications and share responsibility among your database group.

### A proactive approach

Database Rx reviews the general health of your database and recommends proactive measures and courses of action to help you manage your database. It also organizes activities based on priority, which helps your team avoid outages and plan their time. The built-in recommendations have been developed by the most senior Oracle DBAs on our team, and they provide a short-cut to learning for your junior staff.

### Database Rx Performance Portal

This central repository allows you to review current and past alerts and access reports from any location. Multiple users can share access to common databases for a team environment. The Performance Portal also allows you to compare historical data to aid in capacity planning, budgeting, anticipating future demands on your system, and detecting trends. The Performance Portal also provides a history of configuration changes, documenting changes that have been made to your database setup over time. All data collected by Database Rx is available for 12 months, along with all alert history. HTTPS and password protection keep your data secure.

### Your prescription for a healthy database

Seamlessly maintaining mission-critical systems is no easy task. You need a robust solution for monitoring the health of your database that can reliably help you identify issues and address them. Database Rx allows database professionals to monitor performance and resolve database problems quickly and easily. With our user-friendly web-based Performance Portal, database administrators at all levels can review database activity and alerts from any web browser, saving time and improving performance. Access to the Performance Portal can also be shared among a DBA group for workload planning and shared responsibility.

To view sample reports or register as a guest please go to:

<http://dbrx.dbspecialists.com/guest>



## SYSTEM REQUIREMENTS

Requirements for databases to be monitored:

- Oracle 7.3 or later
- The database may run on any platform supported by Oracle Corporation

Requirements for platform where Database Rx agent will be installed:

- Sun Solaris for SPARC, HP-UX, or Intel Linux
- Oracle 7.3 or later Oracle client software including SQL\*Plus
- Able to send email to the Database Rx Performance Portal

## DATABASE RX: YOUR FIRST LINE OF DEFENSE IN MAINTAINING SYSTEM UPTIME

### Database access and security

Database Rx is easy to install and maintains your system security and firewall integrity. Install it to monitor all your Oracle databases or just your most critical systems. There is no need to provide remote access to your database to an outsider. The Database Rx agent runs from a severely restricted operating system account and connects to your database with very limited privileges. The agent has read-only access to your data dictionary, and no access whatsoever to your application data. Data is transmitted from your database server to the Database Rx Performance Portal via encrypted email. Because all data transfer to the Database Rx Performance Portal is initiated on your server, you are in complete control, and your firewall integrity is maintained.

### Add more protection with a DBA Pro service plan

Database Rx is a first line of defense, not a substitute for a full-service program or for engaging an expert when complex issues must be addressed. That's why we offer flexible, customizable DBA Pro service plans. DBA Pro plans include any combination of services such as: access to experienced DBAs during business hours, regularly scheduled database reviews and recommendations, proactive maintenance, and 24 x 7 availability. A Database Specialists associate can help you tailor a plan that best suits your needs.

### Trust complex issues to Database Specialists' experts

Database Specialists is a premier provider of Oracle database and applications consulting services. Our staff is comprised of Oracle Certified Professionals, all of whom have many years of industry experience. We act as a strategic, seamless extension of your resources for more efficient care for your mission-critical systems. The result: a faster path to better systems while avoiding expensive downtime.

Test drive Database Rx as a guest.

Register at <http://dbrx.dbspecialists.com/guest>

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