

# Command Alkon

## Premium Database Administration Service

### 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 Command Alkon now offers a flexible Premium DBA Service. With Premium DBA Service, 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, comprehensive service for production and mission-critical Oracle systems.

#### Premium DBA mix and match service components

##### Access to experienced 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 Premium DBA Service client, our DBA team will 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 that your call will be answered by a CAI DBA within a guaranteed response time.

##### Backup and Recovery Monitoring and Support

After setting up a tested backup and recovery strategy customized for your system and business needs, a CAI DBA will perform a daily review of the database backup process and logs. Premium DBA Service includes recovering your database after a System Failure or Disaster.

##### Availability

A CAI DBA will perform a series of health checks and reviews to ensure your database is available and accessible. You will be notified of recommendations, comments, action items, or issues discovered. Availability monitoring can be executed daily or weekly depending upon the client's preference.

##### Performance Monitoring

A CAI DBA will look at trends and focus on performance, availability, and stability by reviewing activity and alerts on your Oracle database. After each review, you receive personalized recommendations, comments, and action items via email.

#### **PREMIUM DBA SERVICE BENEFITS**

- **Backup Strategy Configuration and Monitoring.**
- **Full Disaster / Recovery Support.**
- **Proactive Database Maintenance.**
- **Increased Database Uptime.**
- **Improved Database Performance.**
- **Reliable Support from a Stable Team of DBAs Familiar with your Databases.**
- **Cost-effective and Flexible Extension of your IT Team.**

#### **Command Alkon**

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