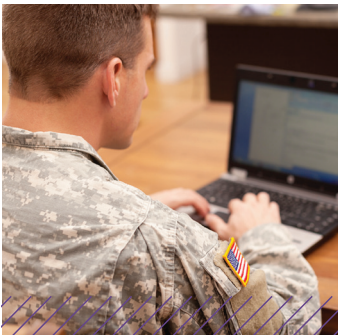


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Seven Options for Effective and Efficient Database Management

Client Examples in Seven Industries



Abstract

Today's exponential data growth is stressing databases and DBAs alike. That's why many companies are looking for options on how to manage the day-to-day operations of their databases and still have time to gain traction on strategic projects, such as upgrades, migrations, tuning and integration. Whether it's augmenting an existing team, handling production support, enabling coverage of second and third shifts, supplying half a DBA, or providing complete multi-tiered coverage for one or more database environments, Datavail can deliver the solution.

Augmenting an Existing Team

Many organizations use Datavail to augment an existing team. We are often seen as a way to add support and value rather than replace personnel or processes. While DBA's may be initially concerned about our presence, they soon become our most ardent supporters because we improve their quality of work life and enable them to add more value.

Case in Point: One of the largest fast food restaurant chains in the world was also a mature consumer of outsourcing IT services. However, they found their global outsourcer just couldn't consistently attract and retain the best talent. They also procured DBA services in a traditional staffing format, but were intrigued by Datavail's 24x7 managed services approach. Saying, "It doesn't have to be this hard," the corporation chose Datavail to manage its Oracle EBS database platform, and it is now migrating from an onsite staffing model to a global managed services model with full coverage.

Production Support

You've hired the most experienced DBAs you can. They understand the business and have become strategic assets. Important projects are piling up, and your application teams need more time from your DBAs. One problem: Those strategic DBAs of yours are tied up doing low-level production and maintenance work.

Case in Point: One of the most well-known publishing and financial information firms in the world was having a challenge with its global outsourcer in the management of its DBA function. Part of a larger

outsourcing contract, the client felt the DBA function was not getting the attention it deserved and was not being managed as a service. After reviewing capabilities, managers with the client firm liked Datavail's approach to managed services versus a body-shop staffing solution. In addition, this cost-conscious firm appreciated Datavail's SLA-based approach to production support.

After Hours Support

The DBA team is one of the most fatigued groups within an IT staff and is usually not able to be structured across a three-tiered shift schedule. Consequently, escalation calls, planned maintenance, and other events cause late-night calls. The result is high turnover and inefficiency.

Case in Point: A Fortune 250 financial services firm with multiple insurance and investment management subsidiaries had never outsourced its database management function before. However, managers were having challenges replacing DBAs who were retiring or leaving to escape the 24x7 demands of the job. The company's team also found Datavail's DBAs had deep experience across their database platforms and could manage operations, as well as more demanding technical projects, including migrations, upgrades and tuning. This organization now uses Datavail's managed services to support Oracle, SQL and MySQL database environments.



Fractional DBA

Datavail can take 20 hours a week of database effort and help IT organizations deliver coverage 24x7. We've developed the most efficient model for database delivery that exists in the industry. We eliminate the delivery model challenge of having a single DBA covering multiple shifts. Use Datavail to obtain that extra portion of DBA coverage you are missing.

Case in Point: An innovative technology company that provides software and services to wineries that ship directly to consumers was growing dramatically and found, with its expanding client and prospect database, that the IT team needed more specific DBA support. But company managers knew they didn't need a full time DBA, and an onsite DBA wasn't a cost effective solution based on the company's location in Napa Valley. A fractional DBA service from Datavail was the answer. It provided not only operations support but also performance tuning to keep up with their own growth.

Creating a Full Team

Building a sustainable DBA team is one of the most challenging aspects any manager or director faces. Often a new technology is introduced or a business driver has created the need to implement a complete multi-tiered solution to support your database environment. Datavail can deliver a solution that leverages skill sets across all Tiers, includes SLAs, and enables fluctuation in required load.

Case in Point: One of the largest direct marketing agencies and information services firms in the world has its own captive center in India working on development projects. When it comes to DBAs, the company was suffering from a lack of in-depth knowledge and the ability to attract and retain talent, which managers were attempting to do, one DBA at a time. The corporation has engaged with Datavail for a long-term fully managed service for its remote database administration support and is standardizing on Datavail's model for onsite DBA support, as well.

Complete Database Support

Datavail can deliver a complete solution for one or multiple platforms, regardless of size or complexity. We serve some of the largest customers with the most complex database environments, or much smaller clients with multiple platforms. We combine the best DBAs available with the most mature, scaled and repeatable delivery model in the database services industry.

Case in Point: A national association for engineers with more than 14,000 members lost their only DBA, who had been trying to support three different database platforms, 24x7. Realizing they needed to expand their team or solve their problem a different way, they chose to investigate a database administration managed service. After turning to Datavail for an assessment of its databases, the association handed over the day-to-day production support and now has the technical depth and 24x7 coverage they need to handle all three platforms at a fraction of the cost of building a multi-platform DBA team.

Project Based

Production support, maintenance and the daily needs of the business often super-consumes your DBAs. There are important projects piling up but the team just can't seem to make enough headway on it. Your database environment might need a health check, performance may need improvement, or an application roll-out might need to be supported. Datavail can deliver the resources and skill sets required to assist your team with projects that need to get executed.

Case in Point: A small Midwestern insurance company serving a military market had an existing DBA but needed specific expertise on a project basis that was above and beyond the scope, expertise and capability of its existing staff. The company turned to Datavail for a major mainframe project and continues to rely on Datavail for project execution.

“More than 250 clients rely on Datavail to deliver database administration services. Let us find a solution that addresses your specific needs.”



About Datavail Corporation

With more than 350 database administrators (DBAs), Datavail is the largest pure-play database services company in North America. We offer database design and architecture, administration and 24x7 support. In just two years, Datavail has tripled in size and now serves more than 250 clients ranging from mid-market firms to the Fortune 100. Specialized in Oracle, Oracle E-Business Suite, Microsoft SQL Server, MySQL, DB2, and MongoDB, Datavail provides flexible onsite/offsite, onshore/offshore service delivery options to meet each customer's unique business needs. Founded in 2007, Datavail is based in Broomfield, Colorado and supports enterprise clients located worldwide.

For more information, visit www.datavail.com.



IT'S ALL ABOUT YOUR DATA

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