



Soaring Eagle

CONSULTING

Oversight db™ Complete Remote Database Administration

The success of your business depends on reliable and fast access to your data. Your business can suffer without expert database management. That's why expert DBA support from Soaring Eagle ensures reliability and speed 7 days a week 24 hours a day. The following are just some of the functions Soaring Eagle experts perform to make sure that your database consistently delivers value to your organization:

- We act as a compliment to your team, working with your staff to solve critical issues and assist in performance enhancements
- When you contact Soaring Eagle support an expert onshore DBA answers 24 x 7 x 365
- We provide team elasticity and continuity as your staff changes
- Multiple onshore database experts at your beck and call at a fraction of the cost of a single expert
- Our onshore team are experts in: SQL Server, Sybase ASE, DB2, and Oracle
- We offer flexible support packages to meet your businesses needs
- We guarantee our service

Event Management – Soaring Eagle manages the monitored database infrastructure, or receives events from your existing infrastructure for full life-cycle event processes, including:

- Database activity monitoring and security information management
- Monitoring hardware and software components
- Response to alerts based upon SLA requirements
- Event tracking from issue to resolution with expert DBAs
- Change management – tracking all changes to the supported environment
- Operations staff to monitor, evaluate, and manage events as they happen
- All available with 24x7x365 support from expert DBAs

Proactive Performance Monitoring and Management – Systems and Databases

- Technical Support
- Proactive Performance Monitoring
- Proactive Maintenance Monitoring
- Database and Systems Issue Resolution
- Database and Device Maintenance
- Capacity Planning
- Proactive Performance Management and Health Checks
- Crisis Mitigation and Management
- Upgrade New Products/Releases
- Backup and Restore Services
- Disaster Recovery
- Database Security Management and Audits
- Issue Resolution/ Root Cause Analysis