

IBM Software Services for Remote-DBA Service



Highlights

- **Provide proactive, remote database support and maintenance, enabling you to focus your resources and improve productivity**
- **Customize your Remote-DBA service to supplement your current DBA staff or to provide complete database administration duties**
- **Mentor your team to refresh skills and learn the latest database features**
- **Control costs with Remote-DBA from IBM with our expert staff working for you from our offices**

Remote-DBA Service from IBM

Are you experiencing increased DBA staffing requirements? More and more organizations are relying on Remote-DBA services from IBM to help optimize the availability and performance of their critical business information systems.

IBM Information Management Software Services is uniquely positioned to offer a comprehensive remote DBA service designed specifically to meet the DB2 and Informix database administration, maintenance, management and consulting needs of your business.

Software Services combines expert consulting services with a flexible suite of monitoring and reporting tools to deliver complete database performance management with Remote-DBA.

What's Involved

When you engage Software Services, you can be confident that you are working with the industry's leading database experts. Remote-DBA provides proactive, remote database support and maintenance, enabling you to focus your resources and improve productivity.

From optimization and weekly proactive monitoring to trend analysis and planning, Software Services consultants tailor configurations to your organization's needs. The Software Services team is online and available when you need us and when you didn't know you needed us.

Customize your Remote-DBA Service to supplement your current DBA staff or to provide complete database administration duties. Remote-DBA can benefit your business and help provide a return on investment in some of the following ways:

Cost Savings:

- *The cost of database system downtime or of a poorly performing database system cannot easily be measured. Remote-DBA can keep your system properly tuned through regular monitoring of critical database operational functions and statistics ensuring system availability and trouble-free, optimum operation.*



- *Retaining or training your skilled professionals can get expensive. Attracting highly skilled staff in competitive IT markets is not always the most cost-effective solution to meet your business demands. Cut costs with Remote-DBA from IBM with our expert staff working for you from our offices.*

Dedicated Expert Staff:

- *Time spent finding a qualified candidate to fill a database management position can be long. Software Services has a staff of experienced professionals available when you need them.*

How does Remote-DBA work?

Statistics about your systems are collected at regular intervals throughout the day and sent to Remote-DBA service centers, where they are automatically filtered and centrally stored. An online case management and tracking system enables you to see ongoing activity and alerts around your databases. A heartbeat process monitors the health of your system and the communications channel to the Remote-DBA service centers.

When monitored statistics are out of tolerance, an alert is automatically generated. A Remote-DBA database specialist will notify you of any critical issues and will work with you to a resolution. If non-critical issues are discovered, they will be documented and discussed with you. Your Remote-DBA database specialist will review past and present operational and performance data for operational trend analysis identification. Any

trends will be documented and discussed with you.

You will have a dedicated Remote-DBA database specialist available for database administration services and advice regarding any aspect of database design, troubleshooting, administration, or management. Therefore, when you have a problem or want some coaching, you can speak to someone who is already familiar with the key aspects of your system, installation, application, and requirements. These services are available by telephone or on-site consultation. IBM Software Services and the Remote-DBA service deliver a business solution that is convenient for you!

Supported Products

- IBM DB2 for Linux, UNIX and Windows
- Informix for Linux, UNIX and Windows

For more information

To learn more about Software Services and this service offering, please contact your local IBM sales representative or send an e-mail to dmskills@us.ibm.com.

Visit our website at:

ibm.com/software/data/services

© Copyright IBM Corporation 2007

IBM Corporation
Software Group
1133 Westchester Avenue
White Plains, NY 10604
U.S.A.
Published in Canada
01-03
All Rights Reserved
The IBM, the IBM logo, e-business software, DB2, and Informix, are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.
Other company, product, and service names may be trademarks or service marks of others.
References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.