

Charter Global Oracle Managed Services

Charter Global Managed DBA services provide the assurance that your mission critical systems are constantly monitored and managed to achieve targeted performance, stability and availability 24 hours a day 7 days a week.

Charter Global Remote DBA is “Your DBA” to service your database and application server requests promptly, securely and precisely

Services Include:

- Full System Assessment
- Database and Application Systems Availability and Events Monitoring
- Ongoing Database Support and Maintenance
- Proactive Performance Tuning and Management
- Timely updates, Weekly, and Monthly Information Reports
- Problem Resolution Support

Business Drivers

- Your need to reduce the cost of maintenance of the mission critical database systems
- Your need to mitigate the risks of increasing costs associated with hiring, training and retaining the top-talent within your DBA organization. Estimated costs over \$22,000 per year per DBA for training and certification.
- Your need for top-notch database and application server administrators constantly monitoring and managing your systems
- Your production database and application server systems are being managed by your developers
- Your expectation to provide a 15 minute response to a problem during office hours and a 30 minute response after hours
- Your need for top-notch database and application server administration expertise but it is hard to find in your city when you need it
- Your administrators taking extended leave, vacations or training
- Your administrators not current with the latest releases of your applications and databases
- Your need to fulfill the staffing augmentation requirements when there is a partially staffed Administration team

Additional Value Added Services

In addition to Remote Services, Charter Global also offers other value maximizing services for your business:

- Oracle E-Business Release 12 Upgrades
- Oracle R12/11i new implementations
- Oracle Database Testing using 11g Real Application Testing (RAT) and Swingbench for RAC
- Oracle Systems Architecture
- Oracle Database systems optimization
- Oracle Security Assessments
- Oracle Training Workshops
- Oracle Integration Solutions using Database, SOA, Fusion Middleware and EBS technologies
- Oracle Applications Support Services – Release 11i and R12 E-Business Applications
- Application & Database Load Testing design, development and implementation assistance

Service Delivery Approach

What we do: We perform complete and thorough assessment of your systems. Charter Global DBA will serve as “Your DBA” to provide unparalleled enterprise systems monitoring and support experience from Charter Global utilizing reliable monitoring and reporting tools.

Our Experience: Work quality and in-depth experience is what separates Charter Global consultants from the competition. Charter Global’s hands-on professionals typically have worked more than 15 years in IT-related roles and possess an average of 12+ years of Oracle database administration, Fusion Middleware and WebLogic application administration experience.

Basic support is the best plan for customers who:

- Have no formal Service Level expectation but demand performance and availability
- Do not require immediate response to database or application issues
- Do not have mission critical systems requiring priority service
- Can wait for a problem resolution until the end of the day or possibly the next business day
- Do not have complex application environments
- Do not have 24x7 applications

Advanced support is the best plan for customers who:

- have mission-critical, multiple, complex 24x7 application database environments
- require a quick DBA response during business hours or a 30 minute DBA response during non-business hours to any issue involving mission critical systems
- need direct access to the Remote Services DBA/ support Staff of Charter Global
- have service level contracts with their customers guaranteeing response or product delivery
- have IT organizations rated by the uptime capacity
- The core business relies on the database systems being supported and has a direct revenue impact potential

Charter Global Managed Services

Charter Global offers two standard levels of guaranteed service in our DBA Managed support models.

A cost effective service plan to fulfill your Oracle database, systems, and applications administration needs

Our consultants offer you the same level of expertise and experience whether performed on site or remote

Flexible use of Consultants on multiple projects, at different stages keeps your cost lower

Service Entity	Advanced Level	Basic Level
Response Time – Business Hours	0-15 minutes	0-1 hour
Response time – Non-Business Hours	0-30 minutes	0-2 hours
Number of Supported Oracle and SQL Server Systems	Unlimited	Unlimited
Weekly Reporting	Yes	Yes
Oracle Service Request on behalf of clients	Yes	Yes
Onsite Architecture Services Lead time	1 week	2 weeks
New Single Instance Oracle 12c/11g/10g database install and configuration	Yes	Yes
New EBS R12/11i Vision Demo installation	Yes	Yes
AppsDBA Support for E-Business suite applications 11i and R12	Included	Included
Oracle Database monitoring and proactive issues diagnosis	Included	Included
Database Backup and Recovery Services	Included	Included
Oracle Fusion Middleware & WebLogic Server Monitoring	Included	Included
Project life-cycle support	Included	Case-by-case basis
Direct Access to Charter Global DBA resources 7x24x365	Guaranteed 7x24	Case by case basis
Monthly Reporting with Database Planning guidance, load & growth trending	Included	---
Support for Complex configurations like RAC, Data guard, Streams	Included	---
Pre-design discussion on architecture work like Upgrade, security and migration	Included	---
Golden Gate Support for Replication and High Availability, Monitor Extract, Dump and Replicat.	Included	---
Exadata based Database Applications Support	Included	---

Charter Global also offers a full range of supplemental DBA services that can be tailored based on your specific needs.