

Dataweave's OnlineDBA Managed Service is designed to give you peace of mind and a cost-effective service for all of your Database environments and technology. OnlineDBA means that your database systems will perform better and be covered by 24x7 online support - for a fraction of the cost of one in-house DBA.



The OnlineDBA Managed Service can include

- Oracle, other databases, applications, and middleware
- Database installation, configuration, tuning, migration and patching
- Real time 24x7 Database monitoring
- Database health checks
- Oracle licensing optimisation
- 24x7 or 'business hours' online support coverage

Our service is flexible and you can choose whatever options best suit your business. A monthly fee entitles you to an agreed number of support hours and monitoring services. Unused time each month simply rolls over to the following month.

That's it. Simple Database Managed Services for your Oracle infrastructure.

Dataweave's OnlineDBA Managed Service	What others vendors may offer	What if you keep it in-house?	Is OnlineDBA better for you?
We are Oracle specialists covering database, RAC, Middleware and Oracle Applications.	Database support primarily, but struggle with the broader product set	Finding and keeping DBAs with all these skills is very difficult	✓
We have a low pre-paid support rate	Other vendors charge you more ...	Do you have enough work for a full-time Oracle DBA? Are they on call 24 x 7?	✓
Our rate doesn't increase if you go over your pre-paid hours	... and other vendors charge you a lot more if you run into unforeseen problems	Hiring a contractor to cover workload peaks can be expensive	✓
You pay for the length of the support call, to the nearest 30 minutes	Other vendors charge you for a full first hour, even if you make a shorter call	Is your DBA busy on another project or away on holiday or sick leave?	✓
We let you carry forward pre-paid support hours for up to a year.	With others you can lose anything you haven't spent every month	Are you still trying to recruit your new DBA?	✓
We let you change your pre-paid hours at any time	Some only let you change every year	Changing permanent staffing levels according to workload is difficult	✓

Why Dataweave

Dataweave is a Certified Advantage Oracle Partner, Oracle's highest level of accreditation, in recognition of its expertise and specialisation in Oracle solutions. This means that you can have the confidence that when you need help an expert based in Australia will be available to help you. Dataweave is a responsive, reliable organisation giving you the management focus and attention to ensure that you get excellent service at a cost effective price.

Dataweave's team is experienced with Oracle Database versions from 6 to the latest 11g releases, features such as RAC, Partitioning, Data Guard, and Management Packs. Our skills also include Application Server, Middleware, Forms and Reports as well as Oracle E-Business Suite. We work with companies across Australia and support databases in seven countries across five continents.

Service

We can tailor a package specifically for you that can include scheduled services that proactively manage your environment, and on-call, reactive services to ensure delivery of guaranteed support against service level agreements.

We can constantly monitor your Oracle database environment for hundreds of watch points including server down, space limitations, resource constraints, long running processes and more. We can provide automated alerts to your email or SMS, and furnish you with performance trends and recommendations for accurate planning.

When issues occur we can determine the root cause and initiate documented procedures to return the system to a stable state. We provide monthly reports on all issues and their resolution.

We can proactively identify any potential performance bottlenecks and availability constraints. Working within your system availability requirements, we can configure and optimise your database to ensure maximum performance and reliability.

Remote Monitoring and On Site Support

Most of our services are performed remotely with minimal impact on your operations and staff, but we can also provide on-site assistance where required, for skills transfer and small projects.

Dataweave can provide a comprehensive support package for all your Oracle database and E-Business Suite requirements, and include monitoring of other databases such as SQL Server and DB2 in the same Oracle Grid Console. Please contact us to tailor a database managed service to your exact requirements.



OnlineDBA

Expert Responsive Reliable

Sydney

Contact: Norman Weaver
Level 4, 154 Pacific Highway, North
Sydney,
NSW 2060
Phone: (02) 8920 3933

Melbourne

Contact: Mike Turner
Suite 609, 434 St Kilda Road,
Melbourne,
Victoria 3044
Phone: (03) 9013 0806