

# Meet the Immediate Needs of Your Oracle Infrastructure

## ORACLE EXPERTS TO QUICKLY SOLVE PROBLEMS AND ADDRESS CHALLENGES

### BUSINESS CHALLENGE

Keeping your IT environment operational and optimised is a full-time job. Even with smooth-running systems, tactical Oracle infrastructure challenges can arise quickly.

Sometimes, routine maintenance needs simply overburden busy in-house resources. While your staff are focused on day-to-day activities, you may need additional help to resolve issues related to Oracle database performance, re-platforming, database migration, or high availability. Although your staff may be capable of performing these tasks, they are probably already stretched too thin. In addition, a sudden problem or acute need—such as disaster recovery—can create an immediate demand for particular DBA skills.

Whether your in-house IT department is understaffed or lacks skills in narrowly focused, but important areas, you may benefit from the support provided by outside, tactical experts. Outside resources have more specialised skills and can focus on the solution without day-to-day work distracting them. This approach is particularly well suited for overflow work or acute challenges.

With an average of more than 15 years of Oracle experience, Rolta-TUSC database consultants are prepared to handle any challenge that may arise quickly and efficiently.



RELY ON ROLTA



### SOLUTION OVERVIEW

Rolta-TUSC Oracle DBA and Database Services provides on-site, expert DBA resources to help you with your tactical Oracle database needs.

Rolta-TUSC is an excellent alternative to hiring full-time personnel or engaging in-house staff in a new project. We provide fully supported expert resources who are able to communicate and consult with both your business and technical personnel. We cover a wide range of possible needs and always strive for quick resolution of your specific problem.

Our knowledge-sharing approach ensures you receive not just the skills and help you need, but also the support of the entire Rolta-TUSC organisation. Our resources blend in with your IT team and work together with them seamlessly.

### BENEFITS

Rolta-TUSC Oracle DBA and Database Services benefits include the following:

- **Flexible delivery**—Use outside help only when you need it.
- **Broad experience**—Rolta-TUSC's seasoned Oracle experts have experience with all kinds of operational challenges.
- **Quick resolution**—Quickly and effectively address tactical infrastructure needs.
- **Knowledge transfer**—Cultivate new skills in your staff through our interactive, on-site work with your team.

## TESTIMONIALS

"I've taken advantage of TUSC consultants for the past three years. In fact, we've just completed an Oracle RAC installation. TUSC came in and guided me through the entire install and made sure everything worked properly. TUSC also provided the documentation and knowledge transfer necessary to effectively administer this new environment. I would always recommend 'The Oracle Experts' at TUSC to my boss."

—DBA

"Needless to say, we're thankful TUSC was there to get us out of the woods and minimize the effect of our systems shutdown. When you're involved with a major outage, you have to have confidence in the people you're working with that they'll identify the source of the problem in a timely manner and implement the solution quickly. TUSC did just that for us and saved us from disaster."

—IT Manager

"As an Oracle developer, I call upon TUSC for all my advanced DBA needs. TUSC's fast response time and excellent problem-solving skills are exactly what our 7/24 business requires. Everyone I have dealt with has been technically competent and easy to work with. TUSC DBAs would be a valued addition to any Oracle shop."

—Senior Oracle Developer/Analyst

**ORACLE** CERTIFIED ADVANTAGE PARTNER



## FOR MORE INFORMATION

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## SOLUTION DETAILS

Rolta-TUSC Oracle DBA and Database Services provides you with senior, skilled, and seasoned technical resources with extensive DBA and OS skills. Our experts share knowledge across Rolta-TUSC, allowing us to ensure prompt resolution to a wide variety of problems. A partial list of services includes:

- Health check
- Performance tuning
- Disaster recovery
- Backup recovery
- Instance upgrade
- Platform migration
- Implementation of new features
- Technology roadmap
- Tools and technical assistance
- Analysis and data discovery
- Cluster solutions
- Data replication
- Storage assessment
- Oracle virtual machines
- Security assessments
- Security changes

## ABOUT ROLTA

Rolta is a leading provider and developer of Information Technology based services in Geospatial Information Systems (GIS); Engineering and Design Services (EDS); and Enterprise Information and Communications Technology (EICT), which includes software development, advanced security, network management, and Oracle technology and services.

## ABOUT TUSC

TUSC's expert Oracle consultants are committed to sharing knowledge. With TUSC, you may interact with one consultant, but the consultant brings all of TUSC to you. We provide expert functional and technical solutions in the areas of Oracle E-Business Suite Consulting, Business Intelligence / Data Warehousing, Enterprise Performance Management (includes Oracle Hyperion), Project Management and Implementation Support, Custom Development (includes Fusion Middleware), Oracle DBA and Database Services, Managed Services for Remote DBA and E-Business Suite Support, Oracle Software Licensing, and Oracle Training & Mentoring.