

Expert-level support for ongoing, proactive database management

STREAMLINE EFFORT AND ENSURE PEACE OF MIND

BUSINESS CHALLENGE

Your Oracle databases are the central engine for your business, collecting and supplying the critical data to support decision-making across your enterprise. Whether you have one database or 100, maintaining each appropriately is essential for ensuring availability, security and rapid access to data. Effective database management, however, is a daunting task.

Constant changes to the overall technology environment – including version changes for applications, operating systems, and back-up software – can wreak havoc with your database configuration. These ongoing changes, coupled with demands for near- 24/7 availability and an ever-growing volume of users, make ensuring uptime and troubleshooting performance full-time tasks. Many enterprises are finding that critical maintenance activities are falling through the cracks.

Like many companies, you may be significantly behind in applying patches to the database, a critical maintenance activity that can lead to degraded performance or outright failure when neglected. Moreover, disaster recovery (DR) practices are often severely outdated, leaving companies increasingly vulnerable to outages. Compliance is no less a concern. Key regulatory mandates including SAS70 and Sarbanes Oxley require that sensitive data be protected at its source and from even the most privileged of users. Failure to comply not only leaves your company open to a security breach, but it can result in stiff financial penalties.

Unfortunately, many companies are so busy fighting performance fires that they do not have the time or resources to dedicate to these types of proactive database management activities. Smaller companies may not have an experienced DBA at all, while larger companies may find that one is simply not enough to balance all the competing priorities.



SOLUTION OVERVIEW

An Oracle Certified Advantage Partner with more than 20 years of experience, Rolta TUSC can provide expert-level support for all your database management needs. Through proactive monitoring, administration and proposed modifications to your environment following industry best practices and years of field-proven support experience, we save you time, money and aggravation.

Our senior-level consultants ensure healthier database systems by helping you establish:

- Clean, clone-able, standardized environments
- Strong disaster recovery and security strategies
- Automated data capture, monitoring and tracking for rapid problem identification and resolution

Recognizing that databases don't exist in a vacuum, we are also experts in supporting your complete Oracle environment, including the applications, middle-tier, and storage levels.

BENEFITS

- **Increase uptime and performance**—We implement best practices for maintenance automation, disaster recovery, and tuning. Proactive 24x7x365 monitoring ensures you receive rapid response to adverse events that threaten your environment.
- **Decrease risk**—Establish regular patching cycles, implement critical security and DR processes, and improve compliance.
- **Increase staff efficiency**—By automating tasks and standardizing your environments, you'll free staff for higher-value projects.
- **Reduce costs**—Simplify your technology stack footprint, supplement staff as needed, and rapidly complete projects at lower cost.
- **Streamline management**—Rolta TUSC can monitor and manage your complete Oracle and storage environment. Eliminate the need to juggle consultants and concerns about employee turnover and vacation.

TESTIMONIALS

“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. Rolta TUSC did just that for us and saved us from a technology disaster.”
—IT Manager

“Rolta TUSC Managed Services is the best IT investment I ever made. We couldn’t spend enough to get the experience and expertise that Rolta TUSC provides.”

—VP Technology

“Rolta TUSC has seen about every kind of database issue and I cannot think of any other way to bring that level of expertise into our organization. Managed Services is the guardian who never sleeps and makes sure our system is up and well-tuned, 24 hours a day.”

—VP of Information Technology

ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta’s IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world’s most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.



SOLUTION DETAILS

With more than 20 years of experience, Rolta TUSC provides 24x7, expert-level production support to help you manage your database environment, saving you time, money and aggravation. Whether you need to augment existing staff or require complete remote DBA support, Rolta TUSC can tailor a support offering to your needs. We help you implement the right technologies, techniques and processes to:

- **Streamline and simplify your database environment**—We automate simple tasks, implement administrative practices including log file rotation and regular file and directory purging, and create clone-able, standardized environments to reduce the administrative burden going forward.
- **Balance uptime requirements with patching needs**—By establishing a regular patching cycle using best practices and employing Oracle Home Cloning technology, we mitigate vulnerabilities while significantly reducing patching time.
- **Optimize database performance**—Intelligent database design and processes enable us to tune your Oracle database for maximum performance.
- **Manage risk through good DR practices**—We’ll help you prioritize critical needs, define backup and retention policies, implement leading tools such as RMAN, and help you perform periodic DR and restore testing to mitigate risks of data loss.
- **Proactively monitor your systems for problems and automate data capture**—We employ low-cost, low-footprint solutions that rapidly alert us to potential issues and track them through resolution.
- **Ensure compliance and database-level security**—Rolta TUSC consultants help you understand and potentially implement the latest Oracle database options including Oracle Database Vault, Audit Vault and Advanced Security.
- **Establish a change control process**

FOR MORE INFORMATION

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