

STRATEGIC CONSULTANCY & PROJECT DELIVERY

With a vast amount of industry experience, the OnCall DBA team is well equipped to plan, design and implement your database related project initiatives. Services we can provide typically include:

- Strategic Database Architecture reviews and planning
- Licence review and consolidation
- Database Change Management Strategies
- Performance Tuning
- Application, Database and Operating system migrations and upgrades.
- Capacity Planning
- Health Checks
- Security, Audits and peer review
- Business Continuity
- Infrastructure Design
- High Availability

BUSINESS AS USUAL CONSULTANCY

OnCall DBA can provide Senior Database Administrators to organisations to fulfil their Business as Usual requirements.

These services can be long term or as required for sick leave, holiday leave or any other form of staff unavailability.

Having OnCall DBA resources on-site means you have the entire team's experience and knowledge available.

24/7/365 ON-CALL SUPPORT

As our name implies, OnCall DBA can provide around the clock (24/7) on-call database support with guaranteed response times via flexible support arrangements tailored to meet your business requirements. We can provide on-call support as part of our Pro-active Support Model or as a standalone requirement for coverage during a project, staff absence or all year round – whatever your needs may be.

PRO-ACTIVE REMOTE DATABASE SUPPORT

As Database Administration Specialists, OnCall DBA has provided remote database support to organisations across the Asia Pacific region since 1997. We have developed a widely adopted Pro-active Support model that offers flexibility to suit businesses that do not require full-time Database Administration Support.

Our pro-active support model reduces your business risk by:

- Minimising the probability of an outage
- Support coverage by a team of Senior Database Administrators
- Total coverage with guaranteed response times

TRAINING SERVICES

OnCall DBA's highly experienced consultants can deliver a diverse range of technical training. Courses can be tailored specifically for your business, technology or staff needs. On the job training and mentoring options are also available.

PARTNER PRODUCT RESELLER

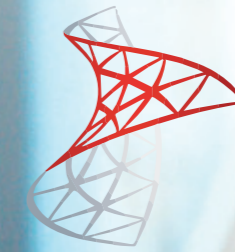
As a Certified Microsoft Gold Data Platform Partner, OnCall DBA is very well equipped and experienced to be able to supply all Microsoft database related software products to your organisation as well as assist you with complex licensing scenarios.

Our strong relationship with Microsoft ensures that we can assist your organisation with the most competitive prices available.

RECRUITMENT SERVICES

Should recruiting your own Database administration staff member be the only option for your business, then OnCall DBA are perfectly equipped to identify and validate on your behalf an appropriate Database Administrator resource for your specific requirements.

Delivering Flexible Expertise in Database Administration Services 24x7



Microsoft®
SQL Server®



TESTIMONIALS

Pepsi Co. Inc.

"This is my long overdue thanks to all of you. I really appreciate a good job you have done for DC Migration project and excellent prompt support after the migration. I also acknowledge that you sacrificed your (long) weekend. We had a very successful migration measured by Business being able to do their work on following Monday without any issue/disruption.

Dean/Warwick – as usual you two make difficult tasks look easy and delivered the professional quality service. I'm very happy that database migration went smoothly in scheduled time. Addition to DC migration you have to deal with OS (Win 2012) upgrade and Database version (12c and 2012) upgrade at the same time, each of which warrants a separate project in normal situation."

Ding Bawm
Project Delivery Specialist

E-Claims Management

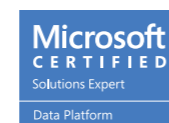
"OnCall DBA not only invested the time and effort to become familiar with our systems to provide total support at a realistic cost, but have subsequently been pro-active in assisting us to manage our system capabilities upward as client demands and usage have increased.

It is this flexibility and positive approach in their client/supplier relationship that makes me more than happy for E-claims to be a reference for OnCall DBA, not just their excellent professional and technical skills."

Michael Taylor
Director Product Development



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Microsoft Gold Partner

Gold Data Platform
Silver Data Analytics
Silver Application Integration
Silver Midmarket Solution Provider



Microsoft Gold Partner

Gold Data Platform
Silver Data Analytics
Silver Application Integration
Silver Midmarket Solution Provider



MICROSOFT SQL SERVER SUPPORT SERVICES



ABOUT US

OnCall DBA has been providing Database Administration and other IT related services to organisations, both nationally and internationally since 1997. Initially started by two Senior Oracle DBA's, David Turner and Steven Broom the organisation has now grown into a thriving Australian owned company employing over 20 people and providing services to small, medium and large sized organisations.

The goal of OnCall DBA has always been to provide a collaborative, focused and professional service that exceeds our customers expectations. Each team member at OnCall DBA has on average 10 years of database administration experience ensuring that a highly trained professional will be working with you all the way.

Included in our service offerings is a 24 hour 7 day a week on-call service, so if around the clock support is what you need, we can deliver.

OnCall DBA are a Certified Gold Data Platform specialised Microsoft Partner ensuring our services meet the highest standards.

OnCall DBA strives to achieve their vision, as a Centre for Excellence in Database Administration.



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SUPPORT PHILOSOPHY

OnCall DBA strives for excellence in the support it provides to all customers regardless of the organisations size or industry vertical. Our support model is based on a collaborative pro-active approach.

TRADITIONAL DBA SUPPORT MODEL

In the traditional break-fix database support model, your interests are at odds with those of your service provider:

- The break-fix Database support provider has no financial incentive to make your systems as stable as possible, they make money every time you have a problem.
- They don't invest in Pro-active monitoring and back to base alerting because there is no incentive for them to do so.
- You don't benefit from having a team of senior DBA's to call upon. It's often a "best effort" service – response times are variable and guarantees are seldom made.
- Your greatest Database disasters are their most profitable jobs.

ONCALL DBA SUPPORT MODEL

Assists businesses to identify their Database needs

- What do you want to be able to do?
- What are you trying to achieve?
- What technologies are available to help make your commercial lives easier?

If there are gaps between current infrastructure and business requirements, we can:

- Design and quote on the most practical, cost effective way to bridge that gap.
- Our no-nonsense approach means our solutions will utilise existing infrastructure, SQL Server Instances, licenses to the greatest extent possible without compromising performance.
- Provide ongoing pro-active monitoring and support if required

SQL SERVER DEPLOYMENT PLANNING SERVICES

As a Gold data platform partner we can also provide SQL Server Deployment Planning Services (SSDPS) to customers.

SSDPS provides structured consulting engagements, delivered by qualified partners and Microsoft consultants, to conduct an in-depth assessment and develop a deployment plan for migrating to SQL Server or upgrading to new versions of SQL Server or SQL Server Business Intelligence.

Note: Your Planning Services days are based on the type and number of licenses you have with Software Assurance. To determine eligibility go to:

<https://www.microsoft.com/en-us/licensing/licensing-programs/software-assurance-planning-services-overview.aspx>

The Microsoft Planning Services Partner Directory can be searched by customers at:

<http://directory.partners.extranet.microsoft.com/psbproviders/>

GENERAL ONSITE OR REMOTE SERVICES

- Onsite Database support for:
 - » Long or short term project assignments
 - » Ad hoc workload peaks
 - » Backfill (employee leave)
- Version migration, upgrades or patching
- Site documentation and input into your CMDB
- Backups, recovery, maintenance plans and scripted solutions
- Performance tuning, problem identification and profile tracing
- SSIS (DTS migrations, automation)
- SSRS (installation, configuration and report writing)
- SSAS (installation and configuration)

ESCALATION SERVICES

- Provision of 24 x 7 oncall services
- Adhoc for projects or backfill for your staff
- Additional coverage for specific upgrades

REMOTE MONITORING AND ALERTING SERVICES

- Remote Pro-active monitoring and alerting
- Back to base or customer alerting
- Integration with existing Service desk tools

INFRASTRUCTURE HEALTH CHECK SERVICES

- Once off, entire or selective environment checks (production, test or Development):
 - » Creates a baseline of your infrastructure.
 - » Detailed written report on findings and
 - » Suggested remediation with estimation of effort
 - » Scheduled health checks to ensure new issues are detected and new instances or databases are checked

INFRASTRUCTURE SECURITY AUDIT SERVICES

- Network security scans to detect unknown database instances
- Security audits covering Windows and SQL Server authenticated accounts

BUSINESS CONTINUITY / DISASTER RECOVERY SERVICES

- Disaster Recovery / Business continuity:
 - » Assessment of Business RPO and RTO requirements
 - » Design, build, testing, using a variety of technologies (Windows clustering, Log shipping, Mirroring, Always on availability groups either on premise, hybrid or public cloud)

MASTER DATA AND DATA QUALITY SERVICES

- Using either SQL Servers integrated products or integration with other products such as Oracle's data integration suite, e.g Oracle Data Quality (ODQ), GoldenGate