

Remote Support Decisions

Every business faces the questions of whether to fund its IT group to support a growing infrastructure or invest in business applications.

We know the issues involved, and strive to enable our clients to reach the right decision for the client.

O2Works Remote Support Services believe there is no “one size fits all” solution for the company looking to outsource its IT requirements. However, we do have the hands-on experience to help our clients make the right decision and the flexibility to make it happen.

O2Works Remote Support Services offers a tiered approach to the standard, expensive outsourcing models. Our standard packages involve the automation of most Oracle database monitoring tasks. This enables your IT dollars to be spent on items of more strategic importance rather than mundane system validations.

Whether you are looking for a complete outsource solution, or simple routine maintenance for your database and system administration needs, O2Works Remote Services can customize a maintenance plan for your company.

All of our plans consist of a customized combination of proprietary scripts and customer licensed Enterprise Manager jobs to ensure the availability and system uptime needed by our clients.

Monitoring Metrics

Availability - Database, Database listener, and application uptime / downtime notifications.

Alert Log - Monitor for ORA-???? errors and other database centric errors in the alert log of the database.

Database space issues - Monitoring the utilization of space within the database itself for objects nearing a customer defined limit.

CPU Utilization - Determination of how much work is being passed to the CPU of the machine. Warn when approaching the limits of utilization - based on percentage.

Tablespace Database utilization - Monitor the amount of free space within the allocated amount of the tablespace.

Failed Logins - Notification of login failures. An important first line of defense against invalid entry attempts.

Database blocks - database locks on objects for the purpose of updates can be blocked by other processes. When these code pieces create “blocking locks” it impacts other processes and prevents them from working. Resulting in errors and failed jobs.

Invalid Objects - Database objects whose status has become invalid. This is especially important for performance and functionality.

Archive log destination - Ensure the database has room in the operating system level to archive the redo logs. When a database can no longer write its redo logs; the database stops all activity until space becomes free.

Database wait events - Wait events symbolize resource lock attempts and can have a negative impact on performance and functionality.

Chained Rows - When records become too large to remain in their location, they must be relocated to a different segment, resulting in the “chaining” of information, where part of the record is stored in one database block and the rest of the data in another block. This can have severe impact on performance.

Filesystem space - Monitor amount of free space in the Operating system. This is important because applications can clutter a file system with log and output files that need to be cleaned.

Experts on Call

Oracle DBA & Sys Admin Support Solutions



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Remote Support Services

Tiered Support:

We believe the client is better served by having a proactive solution that doesn't require constant attention. All of Remote Support plans include a customized set of proprietary scripts that are loaded on to your system. We set the thresholds for each metric to a combination of best practices and client-determined levels.

Our Support Plans are tiered to provide a more customized and personalized solution. All plans include all of the Monitoring Metrics listed on the previous page. They are installed on your servers on Day 1 and we perform an initial assessment. This is an 8-hour billable activity that is included in your first month's payment.

In addition, we handle all of the appropriate required security patches released during the current quarter. The three levels of our support services are:

Executive Level

Ten hours of support activity per month - Time to be spent on support activities for Oracle Support Service Requests, Customer issue resolution for database, application, or other client designated issues.

Clones - Executive Level clients receive one clone a quarter. Typically a development environment refresh.

Backup Validation - Executive Level clients also receive one automated restore of their backup to a non-production area once a month to validate their backup process works.

Service for Executive Level clients assumes a 3 hour response during business hours on all Severity-1 issues. A more rapid response is available for a slight fee increase.

Prices for Executive Level Support begin at One thousand four hundred (\$1,400) per month, or \$140.00 per hour for the ten (10) hours of services that are included in the monthly retainer.

Gold Level

Thirty hours of support activity per month - Time spent on support activities for Oracle Support SR's, customer issue resolution for database, application, or other client designated issues.

Clones - Gold Level clients also receive two clones a quarter. Typically a development and a test environment refresh

Backup Validation - Gold Level Clients receive two automated restores of their backup to a non-production area once a month to validate their backup process works.

Prices for Gold Level Support begin at Four Thousand one hundred and twenty five dollars (\$4,125) per month which equates to \$137.50

per hour for the thirty (30) hours covered by the retainer.

Platinum Level

In addition to those services listed under the previous Level, the Platinum Level client receives the following:

A total of 40 hours of support activity per month - Time spent on support activities for Oracle Support SR's, customer issue resolution for database, application, or other client designated issues.

Clones - Platinum Level clients also receive one clone a month. Typically a development and a test environment refresh

Backup Validation - Platinum Level Clients also receive one automated restore of their backup to a non-production area once a week to validate their backup process works.

All Gold and Platinum clients receive a 2-hour response during business hours on all Severity-1 issues.

Prices for Platinum Level Support begin at a Five thousand four hundred dollar (\$5,400) monthly retainer, which breaks down to \$135.00 per hour for the forty (40) hours covered by the agreement.