



## DSI Oracle Database Support Services

### Support, Management and Consultancy

DSI are remote database support experts, providing Oracle Support, Management and Consultancy services to organisations of all sizes worldwide. All of our consultants are highly experienced Oracle Certified Professionals and their expertise spans Oracle Standard Edition One, Oracle Standard Edition and Oracle Enterprise Edition on Windows, Linux and UNIX platforms.

As experts in managing traditional, virtualised and cloud-based environments, our consultants have specialist knowledge of Oracle Real Application Clusters (RAC), Oracle Fail Safe and Oracle VM clustering.

All of our support solutions are configurable, and our Big Picture DB monitoring tools deliver proactive alerting and detailed management reporting. Our SLAs guarantee a rapid response to all incidents and requests.

#### Software Asset Management Service

Our focus is on maximising our clients' return on their Oracle software investment. Our software asset management services include:

- Compliance advice - Explaining Oracle's licensing rules and telling you whether you're adequately licensed
- Cost reduction – Helping you to minimise license spend
- Audit assistance - Guiding you through Oracle License Management Services (LMS) audits

#### Managed Project Work

Project work is performed by highly skilled Oracle professionals, overseen by experienced project managers. Projects recently undertaken include:

- Cross-platform database migration to cloud hosting
- Data architecture design for a new financial trading system
- Oracle data archiving solution development on Standard Edition One
- Complex Oracle Application Server to WebLogic migration
- Oracle VM cluster implementation with Server Pool Master auto-failover

Rigorous scoping enables us to offer fixed prices rather than estimates for project work commissioned.

#### Emergency Help

Ad hoc emergency assistance is available to non-contract clients. As a 24/7 business we can help at any time, and we only ever have highly experienced consultants on duty. Issues commonly resolved include:

- Can't restore/recover database from backup
- Go-live issues
- Serious performance degradation
- Database hangs, crashes or other faults

We can connect to your environment remotely, or can talk you through a resolution if remote access isn't possible.

#### Upgrades, Patches and Migrations

Skilled in migrating Oracle databases to different hardware and operating systems, we can manage major version upgrades or more routine patching tasks. With extensive knowledge of standby databases, Oracle Streams and Oracle GoldenGate, we're able to migrate even huge databases with almost zero downtime.

## Oracle Performance Tuning

Our performance-tuning experts are adept at pinpointing bottlenecks and recommending ways of tackling these through:

- Database set-up and configuration tuning
- Instance configuration tuning
- SQL and PL/SQL code tuning

Our consultants can work constructively with software vendors where issues are perceived to be application-related.

## Installations

We install all Oracle products, editions and versions on clustered, standalone, cloud-based and virtualised architectures. Cross-platform migrations are a speciality of DSI. Full technical build documentation is provided for all installations, and sizing and planning advice is available.

## Disaster Recovery and High Availability

DSI design, implement, document and test Disaster Recovery and High Availability solutions for Oracle environments. Our consultants have extensive knowledge of:

- Oracle Real Application Clusters (RAC)
- RAC One Node
- Oracle Clusterware
- Oracle VM Clustering
- Oracle Fail Safe
- Oracle Data Guard
- Active Data Guard
- Manual Standby Databases
- Oracle GoldenGate

Our recommendations take account of recovery time and recovery point objectives, plus the total cost of ownership for each potential solution.

## Backup and Recovery

Designing backup solutions for very large databases is a particular area of expertise. Commonly delivered services include:

- Oracle backup strategy design and implementation
- Planned restore and recovery testing
- Emergency restores and recoveries
- Backup maintenance and monitoring
- Backup tuning
- Database cloning

Our consultants have expert knowledge of backup and recovery technologies including Oracle Recovery Manager (RMAN), Oracle Secure Backup (OSB) and Oracle Flashback Technology

## Our Credentials

- Specialized in Oracle Database, Oracle Performance Tuning, Oracle RAC, Oracle Linux, Oracle Exadata and Oracle Database Appliance
- IFS Applications ERP database support specialists
- Specialist reseller of Oracle Engineered Systems, Oracle storage solutions and Oracle SPARC and x86 servers
- All consultants DBS checked

## Making a real difference

Our team has extensive experience of Oracle environments and knows what it takes to deliver an exceptional service. Not only will we ensure that your environment runs efficiently, but we can make intelligent changes to your environment to maximise operating potential.

To learn more about DSI Oracle Database Support Services, call +44 (0) 845 006 7777 or e-mail us at [support@dsiltd.co.uk](mailto:support@dsiltd.co.uk)

We welcome opportunities to demonstrate our skills and outstanding customer care.



## About DSI

Over the last 20 years DSI has become a trusted advisor to blue chip companies and local businesses in several fast moving sectors. Our experienced, professional consultants can provide a refreshing and impartial perspective on any technology challenges your business is facing, whilst ensuring you also get the best value for money. As a privately owned business we're dedicated to delivering outstanding levels of customer service and ongoing support.