

Database Specialists as a Partner: Leveraging your Remote DBA to Better Your Business

When it comes to your Oracle database, leveraging your Remote DBA is an essential part of expanding your business growth. This whitepaper will outline those benefits, as well as provide insight from the client perspective on why Database Specialists has a 98% client renewal rate and a 99% reference-able client base.

Vendors as Partners

When it comes to vendors, properly managing them is now one of the more critical duties of the CIO¹. In order to conduct business and execute strategies in a timely manner, good CIOs will consider their vendor's best account executives like extensions of their own team. However, it is also extremely important to effectively communicate with vendor account executives when differences arise. Mistakes and miscommunications will happen, but a true, healthy partnership will focus on getting things right as a time rather than looking for someone to blame.



Saving on Costs through Outsourcing

As companies look to tighten their budgets, they will continually look at IT for ways to automate processes or streamline their staff. It may seem more advantageous to have an in-house database administration who is easily accessible, but there's actually several reasons why a company would consider outsourcing this role.

While some companies prefer to keep an in-house DBA to manage everything under the same roof as the rest of the company, there are definitely pros and cons to having the position in-house. For example, one con is that there is typically a higher turnover rate for entry level employees in this role. They learn what they need to and then move onto better opportunities, leaving companies to incur the cost of onboarding and training of new replacements. Additionally, there is a lot of time involved in getting replacement administrators comfortable with the immense database environments that previous employee left behind. However, one clear benefit to having someone in-house is having the ability to meet internally and make any changes or updates swiftly and clearly. Based on your company's specific needs it will be clear as to whether or not having an in-house DBA or outsourced DBA makes the most sense for your specific database requirements.

¹Source: <http://www.forbes.com/sites/oracle/2013/08/12/turning-vendors-into-partners/>

Ultimately, by investing in remote DBA providers, CIOs can save both time and money and gain an open headcount that can be reassigned to another department or team². Regardless of who it is, somebody still has to manage the infrastructure that contains huge amounts of sensitive, proprietary, and mission-critical information. Better to risk a long term remote partner than someone who will only stay until they are qualified for a better job.

Success Story from a Database Specialist Client

Matt is the Director of IT Infrastructure and Support at company in the healthcare industry. He employs Database Specialists to work on their Oracle systems. Here's a look at a first-hand account on how partnering with a DBA company can enhance your IT department.

WHY DATABASE SPECIALIST

Q. What were your expectations for Database Specialists at the onset?

To monitor our database. To alert us if anything goes wrong with our production servers and fix them.

Q. What are they now?

They have morphed into key stakeholders for our project. They are like our on-staff DBA who is running a program/project solely with Oracle.

Q. What are the pros and cons of working with a remote DBA provider?

PROS: always available 24/7 and there are so many levels of expertise.

CON: Being remote - because it is sometimes nice to have a person there. However, it's can be a setback to deal with employee turnover.

Q. Why did you choose Database Specialists?

They negotiated the best and they were able to provide us with the best price. They installed the monitoring system, and are available 24/7 (even after work hours), our dedicated representative provides strong reporting stats, and most importantly they alert us if anything goes wrong. Plus, our initial contact at Database Specialists was really down to Earth and approachable, which made me feel like our partnership would be easy and seamless.

Q. How has DB Specialists enhanced your business?

They have made our business more solid. They provide strong recommendations to improve our database. We have a complex relationship with Oracle and they are able to help.

²Source: <http://www.ebizq.net/topics/bi/features/12076.html?page=2>

In addition, Database Specialists clients have noted the benefits of partnering with expert DBAs who work remotely. The benefits include:

- 1 Track and audit database management, including case tracking and resolution analysis, as well as granular breakdown of DBA expenditures.
- 2 Provide valuable guidance to IT managers who are adopting new technologies or who only have junior-level DBAs in-house.
- 3 Be a second pair of eyes; IT managers who do not have the budget to increase headcount can use remote DBAs to add an additional level of support at a fraction of the expense.

Database Specialists is your DBA Resource

From designing and architecting new database systems to tuning Oracle, to seamlessly maintaining large production systems, Database Specialists works alongside their clients to provide reliable, scalable, high-performing Oracle systems.



Because of our commitment to Oracle technology, we have been designated as an Oracle Certified Solution Partner. To discover how Database Specialists can partner with your company and keep your Remote DBA on-shore, contact us at (888) 648-0500. We work on-site in the SF Bay Area or can provide remote administration.

About Database Specialists

Database Specialists is a leader in Oracle database consulting and remote database administration services. The firm is based in California and serves clients nationwide, offering high-quality database management and DBA services since 1995. The team of remote DBAs and consultants is committed to providing guidance and education for Oracle users on how to effectively manage Oracle production environments. Each Oracle Senior DBA at Database Specialists has a minimum of 10 years of experience. Many of Database Specialists' DBAs are recognized authorities in the industry, engaging as conference speakers, white paper authors and online forum administrators.

Author: David Wolff, CEO of Database Specialists, Inc.