



Remote Database Administration On-Shore

Remote database administration (rDBA) is an important component of most businesses. The trend in rDBA had been moving toward outsourcing in the last several years as companies sent their work offshore. But recently, rDBA work has been returning on-shore.

This guide will analyze the reasons for the trend's turn back to on-shore work, explain why offshore work offers an inferior experience for your business, and demonstrate why Database Specialists provides the best service for your rDBA needs.

Why Do Companies Outsource?

Outsourcing has grown substantially in the last 10 years. Recent data showed that more than **two million jobs** were outsourced in 2013, and many of those jobs went to workers in China and India. In that year:

- **43%** of IT sector work was outsourced
- **26%** of distribution was handled offshore
- **12%** of call center jobs exist offshore
- **38%** of research and development is handled offshore

But why have companies been sending their work overseas? The single biggest reason is cost. The same DBA service could be as low as 60% of the onshore cost if done offshore, which was a draw for companies focused on cost alone, and not business transactions as a whole.

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rDBA Offshore Disadvantages

While the price might sound appealing, the disadvantages of outsourcing far outweigh the single benefit.

First, offshore management comes with few restrictions, which means the overseas companies often make significant profits from the work. Your company gets a cheaper price, but the profits stay offshore.

Perhaps the most significant disadvantage of outsourcing is the lack of communication. Overseas administrators may not understand your language well, which can result in communication difficulties. The time difference can also hamper communication, as your offshore contacts would likely be in a different time zone. Many companies who appoint offshore DBAs fall within the 12-hour time gap.

Finally, the quality of the work is often subpar. The person to whom you are speaking overseas might have the incorrect skill set. Offshore DBAs are often fronted by sales or customer relations workers (in many cases, the resource interviewed is not the resource assigned to the project), and the actual DBAs might only receive your requests or information after translations have been made. Furthermore, translations from the U.S. to off-shore are typically time-consuming. This can cause major headaches for you, as the person who translates the information might not do it properly.

rDBA On-Shore Advantages

Now that we know the negatives of outsourcing, let's look at the positives of on-shore work. The biggest advantage is that you can assemble your team for operational functions. You have control over many more aspects of the work than you would if you sent it offshore. This means you can manage the provider's quality, time, and activities.



Outsourcing Statistics

Despite its disadvantages, outsourcing remains a popular choice for many businesses, as approximately **75% of CFOs outsource their work**. Many of these CFOs are concerned simply with cost, rather than the quality of work or project deliverables. In 2013:



- Number of U.S. jobs outsourced offshore was **2,637,239**
- **36%** of CFOs surveyed said their firm was currently outsourcing offshore
- **26%** of CFOs favored India for outsourcing
- **18%** of CFOs favored China for outsourcing

Here is a breakdown of offshore outsourcing by sector based on the percentage of companies that sent their work offshore in these departments:

- Manufacturing (**53%**)
- IT Services (**43%**)
- Research and Development (**38%**)
- Distribution (**26%**)
- Call or Help Centers (**12%**)

And finally, here are the reasons why companies surveyed said they outsource their work offshore.

- Reduction and control in job costs (**44%**)
- Gain access to IT resources not available internally (**34%**)
- Help free up internal resources (**31%**)
- Best way to improve business or customer focus (**28%**)
- Essential for global re-colonization of company (**22%**)
- Accelerate project speed (**15%**)
- Gain access to management strategies not available internally (**15%**)
- Reduce time to market (**9%**)

Trends of 2014 and Bringing Jobs Back to the U.S.

While outsourcing thrived in 2013, the trend turned more toward on-shore work in 2014. "Of the IT services historically outsourced, 20 to 30 percent will be brought back in-house as buyers are more comfortable to create retained organizations that not only govern the services, but start to move more into operational control of the services," Stan Lepeak, global research director for KPMG Advisory, told CIO.

30%

The tide has turned in part because IT leaders have started to take on service integration themselves rather than giving the work to third parties. "Following a period of experimentation with various outsourced models, client organizations will increasingly focus on service integration as an integral core competency and take key functions back in-house," Lois Coatney, director with outsourcing consultancy Information Services Group (ISG), told CIO.

"In outsourced models, clients have found they lose visibility and direct control of service management effectiveness, and that they become too remote and unable to fill their fiduciary responsibility," Coatney continued. "Clients are recognizing that a solid internal service integration capability provides better flexibility and knowledge of the business required to onboard new and specialty service providers."

On-shore work and domestic sourcing became more prominent in 2014 thanks to offshore labor arbitrage, high attrition rates, political issues abroad, and the increasing availability of lower-cost "rural shore" service providers. Tax incentives have also made on-shore work increasingly compelling, and customer dissatisfaction with outsourced customer support has also played a role.



Benefits of Database Specialists

The benefits of keeping your rDBA on-shore have been established, but what makes Database Specialists the right choice for you? Our company helps clients succeed through providing top-of-the-line support for their Oracle database systems via 24/7 rDBA support, performance tuning, and performing upgrades and migrations. Our straightforward, hardworking approach has led to many fruitful, long-term business partnerships, and our customer satisfaction rate speaks for itself, as all our services are provided by senior DBAs with no call center triage.

Database Specialists differentiates itself from other rDBA providers with its tools, specifically Database Rx. This suite of custom-built monitoring tools tracks the health of your database system with our rDBA service. Database Rx offers secure, automated monitoring and analysis of your Oracle databases and serves as the foundation of our Oracle rDBA services.

Our DBA team uses Database Rx to track your database systems, proactively manage your performance and growth, and keep your systems readily available. You receive real-time notifications on performance, stability, and scalability problems before they hinder performance or cost you expensive downtime.

Our rDBA service provides numerous powerful and easily customizable reports that deliver to you current and historical data in areas such as alerts and events, database growth, tablespcpe size, high resource SQL, instance activity, performance ratios, wait events, and redo log activity. We store all of this data on our Performance Portal, which you can securely access at any time to read past database reviews, monitor performance history, and administer portal access to others in your organization.

Database Specialists also provides 24/7 support and access to senior level support staff. We also do not have a call center, so you receive immediate, professional support.



To discover how Database Specialists can partner with your company and keep your rDBA on-shore, contact us at (888) 648-0500.

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Database Specialists, a leader in Oracle database consulting and remote database administration services, is based in California. The company serves clients nationwide, offering remote DBA and consulting services since 1995. Database Specialists is committed to providing quality guidance, education and information for Oracle users on how to successfully manage Oracle environments. All of our senior Oracle DBAs have at least 10 years of experience. Many of our database specialists are recognized authorities and leaders in the industry, serving as conference speakers, online forum administrators and authors of white papers.