



Timely problem solutions in operation and maintenance of information systems

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## Oracle. Database Administration outsourcing

The service is aimed at transferring of all or some of database administration functions from the Customer to RDTEX experts.

Database administration is performed exclusively by Oracle-certified specialists.

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**Service delivery options:**

At the Customer's site – service is provided at the Customer's site in the 24x7 or 8x5 mode

Remote – Customer's databases administration is performed remotely through VPN

Mixed (hybrid) – a combination of the first two service provision modes

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## **Solved business problems:**

Control over database administration, performing jobs and task setting remains with the IT-service of the Customer

Concentrating IT service efforts and resources on critical tasks

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Continuous provision of services by the outsourcer. RDTEX will always provide an adequate replacement for its specialist, if necessary

Centralized and consolidated services, database administration by RDTEX experts in accordance with specified parameters and service composition

Cost reduction on one's own IT service and IT systems maintenance

Minimal dependence on the "human factor" (illness, internal conflict, etc.)

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## Results:

Increased efficiency of the core  
business

Reduced expenses and overheads

Redistribution of risks

Release and redistribution of  
resources (people, time, money)

Control and regulation of the  
composition and volume of the  
works performed. Centralized  
maintenance and administration of  
Oracle databases by RDTEX experts  
in accordance with specified quality  
indicators and service composition  
(SLA)

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