

Baytree Associates is a Premier Provider of Oracle Technology and Oracle Application Consulting. As an Oracle Certified Solution Partner since 1994 as well as an Exclusive Service Provider for Oracle Special Edition, Baytree continues to provide unparalleled customer value by delivering Oracle based solutions and Oracle consulting services.

For more information visit [www.baytree.com](http://www.baytree.com).



**BAYTREE ASSOCIATES**  
The Natural Choice for Oracle Solutions™

## Remote DBA Services

Offering you the security and comfort that allows you to sleep well knowing that "expert eyes" are watching your Oracle environment.

*"Creating a 'Category of One' has not come without tremendous focus and commitment to our clients' goals and objectives. Baytree feels that our experience, dedication and expertise, coupled with 'productized' consulting offerings, provide differentiating benefits to our clients in the form of quick, high quality, low risk solutions."*

Greg Lovette, Baytree CEO



## Simple. Comprehensive. Flexible.

Many companies must pay for a full-time DBA in order to ensure that their systems stay up and running. The amount of work, however, to ensure this stability may not always justify a full-time, in-house resource. Alternatively, some companies have excellent technical resources on staff, but would like additional or supplemental expert assistance to bolster support for certain critical database systems.

Designed for enterprise support needs, Baytree offers the complete Remote DBA Services profile for proactive DBA analysis and support. A primary DBA is assigned to each customer to perform DBA tasks as defined by client personnel. In the absence of client technical personnel (or sometimes in addition to client personnel), the Baytree DBA is responsible for all facets of Oracle database administration, identifying and eliminating performance bottlenecks and configuration/availability risks.

### Service Summary

- 24 x 7 x 365 Monitoring of Oracle Database Instances, including versions 7, 8.0, 8i, 9i and 10g
- Oracle Applications DBA Support, including versions 10.7, 11 and 11i
- Remote Access through Secure VPN Connectivity
- On-Call 24x7x365 Coverage - Guaranteed Response Times
- Primary DBA with named backups
- Installation and Configuration of the Baytree Remote DBA Monitoring Software
- System Monitoring of key database parameters (full list outlined below)
- Alerts Notification
- Proactive Daily/Weekly Instance Review
- Detailed Status Reporting of Services Provided & Work Performed
- Telephone Support
- Access to the Baytree Remote DBA Client Status Portal
- Access to System Activity Journal
- Incident Reporting
- Staff Mentoring
- Backup and Recovery Guidance & Recommendations
- TAR Assistance
- Troubleshooting
- Proactive Recommendations and Estimates
- Patch Consultation and Assistance
- Monthly Status Review
- Quarterly On-Site Service Visit



*"We found Baytree Remote DBA Support Services to be an ideal fit for Summit Properties. The DBA Support and DBA Mentoring program at Baytree addressed our needs from every possible perspective: Deep Oracle Expertise, Proactive Maintenance, Knowledge Transfer to help us manage the basics, Responsiveness and Professionalism all provided at an affordable cost. We would recommend Baytree to any organization looking for Oracle assistance."*

Alex Burris,  
Vice President of Information Technology, Summit Properties

## How does the Service work?

1) Initial Site Evaluation	2) Ongoing Support Services	3) Optional Scheduled Services
<p>The Baytree Remote DBA Services offering begins with an initial site evaluation to understand the current technical environment, determine the client requirements and priorities, and define the services and deliverables to be provided.</p> <ul style="list-style-type: none"> <li>• Review of Database Instances</li> <li>• Review of Technical Infrastructure Architecture</li> <li>• Define support objectives and priorities</li> <li>• Determine administration and maintenance procedures</li> <li>• Meet client team and in-house support staff</li> <li>• Define and establish Service Level Agreement</li> </ul>	<p>Based on the information gathered in this initial site evaluation and associated questionnaires / documentation, the Baytree Remote DBA Team then begin providing ongoing support.</p> <ul style="list-style-type: none"> <li>• 24x7x365 System Monitoring</li> <li>• Alerts Notification</li> <li>• Daily/Weekly Review</li> <li>• Status Reporting</li> <li>• Activity Journal</li> <li>• Client Status Portal</li> <li>• Status Reviews</li> <li>• Onsite Visits</li> <li>• Phone Support</li> <li>• Recommendations</li> <li>• Mentoring</li> <li>• Estimates</li> </ul>	<p>Additional requested activities can be scheduled for your Remote DBA team to assist with or perform at preferred rates.</p> <ul style="list-style-type: none"> <li>• Upgrades and Migrations</li> <li>• Cloning</li> <li>• Backup &amp; DR Planning</li> <li>• Security Review &amp; Planning</li> <li>• Installations</li> <li>• Schema Changes</li> <li>• Performance Tuning</li> <li>• Design Reviews</li> </ul>



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