

SensorDBA, SensorSOS and SensorMonitor

Expert Remote Oracle and SQL Server Database Administration Services



Customer Testimonial

"Cintra demonstrated their expert Database knowledge providing 24/7 DBA coverage, ensuring complete business continuance and support of our mission critical Oracle 10g and SQL Server 2005 Environments database environment. We value Cintra as our go to database partner"

-CTO
Hold Brothers Investment Services, Inc.

The objective of Cintra's Sensor line of remote services is to provide expert remote Oracle and SQL Server database management, emergency support services, and automated proactive monitoring to organizations that have little or no in-house Oracle or SQL Server skill-sets as well as providing supplemental support for those companies that want to focus their staff's core competencies on key projects.

With Sensor DBA, we connect remotely to your database and carry out proactive health and safety checks, and perform a wide range of database administration tasks. Sensor SOS provides 24x7x365 emergency response support and SensorMonitor is our best practices implementation of Oracle and SQL Server monitoring and alerting. We can also perform DBA services on site and provide valuable knowledge transfer to your staff.

We provide:

- The value of a team of Senior Database Administrators at a fraction of the cost of one full time employee.
- Oracle and MS SQL Server support from a single source.
- Senior Database Administrators Comprehensive DB performance and capacity monitoring through a best practices implementation of Oracle and SQL Server monitoring.
- Flexible approach to scheduling to meet your technical as well as budgetary requirements.
- 9 to 5 and 24 by 7 SOS callout support for emergency database recovery or performance degradation situations.

Value

With Sensor Services you gain flexibility and continuity in the management of your database environments. You have a ready source of Oracle and SQL Server expertise and are relieved of the responsibility for finding, training, and retaining staff. Continuous proactive maintenance ensures optimal database performance and reduces the effort and learning curve for upgrades and enhancements to your environment.

Approach

We have a variety of Sensor packages to meet your needs. Regardless of which one you choose, we'll begin with SensorSETUP, which includes:

- Configuration Review
- Secure Remote Access
- Baseline Documentation

From there we'll proceed with the service that's right for you: SensorDBA, SensorSOS and SensorMonitor.

SensorDBA

With SensorDBA, Cintra provides complete management of your database systems by delivering support via the Internet or on-site. We can assist your current DBAs or serve as your Virtual DBA. Sensor DBA offers the following:

- *Database Availability* – We will ensure that all databases start up and shut down during system backups and outages, and that all databases are available to your users.
- *Schema Objects* – We will handle the creation of new objects, granting privileges, managing space usage, creating database links, and performing database reorganizations.
- *Data Control* – Cintra will manage your exports and imports. We will also handle any relocation of data files, including online redo log files and database control files.
- *Backup and Recovery* – Cintra will handle hot and cold backups, and recovery activities when necessary.
- *Performance Management* - check for rollback segment contention, notification of indexes that need rebuilding and other performance related events

- *Database Security* - create and maintain the following aspects of database security: data users, roles and profiles.

SensorSOS

SensorSOS provides you with the security of knowing that our expert DBA's will respond to a crisis situation and ensure that your database is up and available again as quickly as possible. SensorSOS is provided on a 24-hour basis with a minimum guaranteed response time of 1 hour.

SensorSOS will help you monitor the following situations:

- Database down
- Users unable to connect to database
- Database transactions not being processed
- Database performance degradation issues
- Database Fragmentation

SensorMonitor

SensorMonitor is a customized implementation of an Oracle Management Server or SQL Server Monitoring, for proactive monitoring of your production database environment. SensorMonitor will provide automated alerts advising us and you of database issues as they arise.

We will configure a management database to track specific parameters and settings, and alerts will be sent to an email or pager list allowing for proactive prevention and resolution of database problems including:

- Fault Management
- Resource Management
- Space Management



<i>SensorDBA, SensorMonitor and SensorSOS Comparison Chart</i>	<i>D B A</i>	<i>M O N I T O R</i>	<i>S O S</i>
Remote support via Internet	✓	✓	✓
Database monitored 24 x 7	✓	✓	
Space Management - monitor disk space capacity, swap space available, objects reaching maximum extents, and amount of free space	✓	✓	
Performance Management - monitor disk and network I/O, CPU utilization and paging rates, buffer, data dictionary and library cache miss ratios	✓	✓	
Performance Management - check for rollback segment contention, notification of indexes that need rebuilding and other performance related events	✓	✓	
Resource Management - check utilization of the systems against the database initialization parameters for such events as user limits, process limits, lock limits and datafile limits	✓	✓	
Fault Management - monitor system and alert you when specific types of events occur, such as when the database is down, the listener is down, new alerts have been written to the alert log and when users are blocked from performing transactions.	✓	✓	
SOS response to database down or performance degradation situations during office hours.	✓		✓
SOS response to database down or performance degradation situations on a 24x7 basis			✓
Capacity Planning - using Oracle Enterprise Manager's Diagnostics Pack to collect data, analysis of data for both diagnosis of problem and future planning	✓		
Database Security - create and maintain the following aspects of database security: data users, roles and profiles.	✓		
Managing Instances and Sessions including creating new instances with appropriate initialization parameters, start up and shut down of Oracle database as prescribed, assuring that all databases successfully start up and shut down during system backups and outages	✓		
Managing Schema Objects within the database including creation of new objects, granting privileges on all objects, managing space usage of each schema object, creating database links and performing database reorganizations on a regular basis	✓		
Data Control - responsible for all exports and imports of your Oracle database. Relocation of data files, online redo log files, and database control files. Ensure data integrity within each database instance by creating and maintaining constraints as defined	✓		
Backup and Recovery of your Oracle databases including hot and cold backups and assistance with definition of recovery plans and procedures and performing recovery activities as required.	✓		
Service can cover all of your production, development and test database instances	✓	✓	✓
Apply and configure RDBMS patches	✓		
Service, Pricing, and Estimated Effort customized to your specific environment and needs	✓	✓	✓

CINTRA Headquarters
54 West 39th Street
New York, NY 10018
212-481-6501

CINTRA UK
10 Apsley Road
Clifton, Bristol
BS8 2SP
+44 1179 237345

For Additional Information, Please contact a Cintra office of
visit www.cintra.com