

TBF Data Services

Remote and on-site Database Administration

Overview

TBF Data Services specialises in Oracle technology. We provide remote and on-site DBA services; performance tuning, expert consultancy and design guidance for databases, as well as installation services and patch management at a lower price than the larger and less-specialised consultancy companies are able to do.

Introduction

TBF Data Services provides everything from technical architects and experts in the performance tuning field to standard “run and maintain” DBA services and overall database health checks.

We also have consultants who can manage remote monitoring of Oracle databases on a range of platforms and we can provide services for absence cover due to sickness, vacations, resignation or maternity leave.

Consulting

TBF Data Services provides advice on database design, performance tuning and operations. We will help you with change control, impact analysis, security and capacity planning and we offer expertise, at the consulting level, for the full development life cycle.

Benefits

We provide a high quality service to our clients, delivering the following benefits:

- Reduced costs and higher ROI on your IT assets
- Better systems security
- Improved system performance
- Improved planning
- Better managed service levels
- Freeing up in-house resource to focus on your business interests
- Reliable support from a stable DBA team that is familiar with your systems
- Proactive database maintenance

Remote DBA

We provide a range of DBA services through remote monitoring. With the use of diagnostic and reporting tools, we deliver proactive systems management and support of your critical databases systems through continuous on-line monitoring.

Services Summary

TBF Data Services specialises in DBA services (remote and on-site) and in performance tuning of Oracle databases.

Remote Service

We provide a range of diagnostic, reporting and DBA services through remote monitoring, delivering proactive systems management and support of your critical database environment through continuous online monitoring.

- Monitoring of databases
- 8am-6pm Mon-Fri, 24 hour, or a tailored combination
- Full management of databases
- Holiday, sickness and out of hours cover for your existing DBAs

[See the DBA Services page for further details](#)

On-site Assistance

Access to experts for less regularly carried out tasks, for example, performance tuning, upgrades, installations, or knowledge transfer.

- Performance Tuning
- Health Checks
- Optimisation
- Knowledge Transfer
- Client Specific Tasks
- Upgrades
- Capacity Planning
- Coverage for Absence
- Design and Technical Architecture
- Legacy Systems Support and Upgrades
- Kalido - We have significant experience with Kalido Data Warehousing and can offer users consultancy on database configuration.

Patch Management Service

Provides information on relevant patches and bugs along with an installation service, if required. This prevents your staff spending too much time trawling through databases to investigate problems and their business impact.

- Proactive guidance on required patches
- Regular written report provided
- Patch installation

Health Check Reviews and Assessments

Designed to analyse your Oracle environment, to provide maximum system availability, in addition to tuning for improved performance.

Health Checks will also provide guidance on which areas of the database need to be updated or refined in order to improve the performance and throughput of the system.

[See the Health Check Service page for further details](#)

Health Check Service

Health Checks provide a valuable evaluation of performance, design and management of the database, to ensure optimal functionality. Ensuring that the backups are set up correctly, procedures are up-to-date and parameters are set to the correct levels.

Overview

Health Checks should be carried out on a regular basis to determine the set up and management of any database, especially databases with rapid growth or high levels of user access. Health Checks are designed to help prevent problems and optimise the usage of the database, therefore saving costly hardware upgrades and improving staff productivity.

Analysis of the design, set up, management and performance of the database, and also investigation of security, backups, space management and interaction with the applications.

Health Checks are also a very useful way of demonstrating when a database does not require any change.

Work Carried Out

TBF Data Services looks in detail at the way the database is set up and currently managed including the original design, performance of queries and backup and recovery. Space management, database parameters, applications set up and capacity plans are also assessed in order to gain a full picture of the database usage and optimisation.

Timescales

Analysis will typically take one day on site plus one to two days to provide a detailed report of the findings. Additional data gathering may be required for periods of up to a week to get a more detailed picture.

Recommendations will provide the timescales needed for any remedial work.

Reports

A detailed report is produced covering the following areas:

- Database and application set up
- Space management
- Performance
- Parameters
- Capacity
- Security
- Design and data usage
- Backup and recovery strategy
- Management procedures
- Patch and revision levels
- Scale of urgency for any changes
- Timescales needed for rectification
- Estimated costs to rectify

Costs

Up to EUR 2.500 for one database, some or all of which may be refunded off follow-up work of more than one week.

Follow-up work

There are several options for any follow-up remedial work:

- A report only - this can be provided for your own staff to carry out the recommendations.
- A time constrained follow-up, eg, one week to carry out the most urgent tasks or one week of expert assistance to help your own staff complete the rest.
- Work can be completed on one database with knowledge transfer to allow your own staff to work on the others.
- All work can be carried out by TBF Data Services staff.

This work can be carried out on a time & materials, call-off contract or fixed price, as suitable.

Database Administration (DBA) Services

TBF Data Services Ltd specialises in Oracle technology. Providing performance tuning, DBA services and design guidance for the database, along with installation services, patch management and expert consultancy advice.

On-site Services

On-site DBA services can be provided in the following areas, either as ad-hoc services or on an annual contract basis:

- Performance tuning.
- Health checks.
- Optimisation.
- Proactive guidance on required patches.
- Patch installation.

Costs will vary according to the length and type of engagement and seniority of the consultant. Contact us for a quotation. As a typical example, a performance tuning exercise will cost EUR 1.900 and a database installation will cost EUR 1.300

Remote Services

TBF Data Services can also provide remote database management services for general monitoring, full management or just holiday, sickness and out of hours cover, 8-6 Mon-Fri or 24-hour coverage.

This remote management offering is through a Service Level Agreement (SLA) which is agreed with the client before the contract starts and specifies items including:

- The frequency and type of backups.
- Restore response time and frequency of testing.
- Response times to problems, both outage and non-outage.
- Response to performance problems.
- Maintenance of users and privileges.
- Application of upgrades and patches.
- Space management.
- Performance management.
- Escalation procedures.

A monthly management report is also provided covering at least the following areas:

- Any problems encountered and how they were resolved.
- Any planned or unplanned downtime.
- Proactive observations to prevent future occurrence or to improve the performance of the systems.
- Frequency of backups or interventions and any patches applied.

Requirements and Service Levels

- A health check will be carried out before taking over the management of the systems; any issues will be rectified before the contract commences.

- Connection is via a secure VPN.

There are a number of different levels of service available, depending upon the customer requirements.

Costs will vary according to the level chosen and the number and size of database instances to be managed. For example, our base service provides cover for up to three databases for EUR 1.200/month

The base service includes:

- Initial full database health check, and production of a findings report
- Unlimited direct access to Oracle support DBAs from 8am to 6pm, Monday to Friday
- Out of hours maintenance tasks scheduled to suit you, at no extra cost
- Daily proactive database and environment checks
- Continuous monitoring and alerting
- Preparation and deployment of database backups
- Gathering and maintenance of database capacity planning data
- Periodic reporting of issues detected and remedial tasks performed
- Periodic management reporting of performance and capacity planning statistics
- Database patching service, including Critical Patch Updates (CPUs)

The advanced service includes all the above plus:

- Performance problem investigations.
- Upgrades - changes to code or database structures.
- Proactive maintenance.
 - Space management.
 - Performance management.
- More detailed monthly report.
- Number of days per month on site depending upon requirements.

In addition to these service levels a tailored solution may be provided as required.