



# IBM VIRTUAL DBA SERVICES

Informix and DB2 Support from One Point Solutions:

*One Point of contact for your IBM Information Management Solutions*

## **The DBA Dilemma**

Databases are critical to most company operations, providing data that feeds key systems throughout an enterprise. But, in spite of how common database use is, many organizations do not manage databases efficiently. If your organization can answer "YES" to one or more of these questions, your database operation may benefit from One Point's services and IBM database software solutions:

- Is it difficult to keep up with database technology changes and training needs because of cost constraints?
  - Do short or long-term database projects often require additional resources, or reassignment of resources?
  - Has your company failed to install easy-to-use database monitoring tools and processes?
  - **Do you need help finding the most cost-effective and growth-oriented IBM database software?**
- ❖
- Are database administrators (DBAs) busy with day-to-day interruptions with little time for new projects?
  - Do time constraints prevent you from analyzing overall database performance, or even examining a single issue?
  - Do you work without reliable support after hours and whenever DBAs are away?
  - **Do budget concerns prevent hiring another DBA even when you need one?**

One Point Solutions can make it possible for you to answer all of these questions with a healthy "NO." One Point's one-time or ongoing flexible service packages provide your organization with a virtual staff member who knows your business and who helps ensure that your critical data systems have the support they need. In addition, One Point can help you identify and select the IBM licensing options that will be most cost-effective over the long-term.

One Point knows data, and we understand our customers. Our award winning focus on IBM database technology made us the **2004 IBM Worldwide Information Management Partner of the Year** and, most recently, saw us a finalist for the **2006 IBM North American Distinguished Achievement award**.

## **The Solutions**

One Point virtual DBA services for DB2 and Informix begin with flexible support options that make it possible to tailor every solution to the individual customer's needs.

**PROJECT-BASED SERVICES: Time & materials or fixed-price projects.** When a company needs a project completed but the DBA staff is busy with other solutions, One Point helps by providing **long or short-term project work** according to your company's needs.

**QUICKPOINT™: Analysis and check-up of Informix or DB2 systems.** QuickPoint is a **one-time service** involving thorough analysis of Informix and/or DB2 systems. It provides a **well-defined deliverable** consisting of a current review of your environment — health-check, performance review, backup analysis, review of message logs, and recommended resolutions for any "red flag" issues that require attention. QuickPoint's level of detail is **customized to your company's needs**, even including an express QuickPoint solution. QuickPoint snapshots are split into functional sections and, once implemented, are designed to be a **baseline/working document** for the future health of your data systems.

**SILVERPOINT™ AND GOLDPOINT™: Part-time remote DBA service, with ongoing mentoring and system analysis.** These services **leverage the effect of QuickPoint** (or any existing database analysis information) by providing a **well-trained DBA who understands your data environment**. Both approaches include many of the same services provided by QuickPoint, but on an **ongoing basis**. As is the case with most One Point products, SilverPoint and GoldPoint can be **customized to your company's needs**. Both are pay-in-advance solutions. SilverPoint consists of a **pre-defined set of time or deliverables**; GoldPoint adds to these a quarterly update of QuickPoint, additional services, and remote monitoring software and services.

## Features and Advantages

One Point Solutions uses IBM database specialists, not IT generalists. The professionals selected to work in your environment are well-trained, experienced, and kept current on your database software. When you take the One Point approach, your Database Administrators are freed to focus on ongoing projects, instead of devoting their time to putting out fires. In addition, One Point clients enjoy:

- IBM license planning services, including discounts on IBM software licenses and renewals
- Optional bundling of QuickPoint, SilverPoint, and GoldPoint packages with IBM software purchases
- Discounts on One Point hourly charges when SilverPoint and GoldPoint are used
- Economy through staffing flexibility
- Minimized downtime and optimized performance
- Proven disaster recovery configurations
- Insurance against unplanned outages
- Proactive, automated monitoring of database servers
- The very latest in database expertise, applied by One Point specialists

## Services Provided with QuickPoint, SilverPoint and GoldPoint

One Point support packages are customized to your company's needs and include a specific but flexible number of deliverables, including IBM database software, monitoring, mentoring, and support. QuickPoint is a one-time service that is typically used as a baseline/working document as your databases grow. SilverPoint and GoldPoint build on knowledge acquired by QuickPoint (or any existing database analysis system) and are offered on an ongoing basis.

Description of Service	QuickPoint	SilverPoint	GoldPoint
Flexibility that allows only the services needed by each customer	X	X	X
Use-as-needed services, including tuning, mentoring, and consulting for current issues, and / or consulting on other Informix or DB2-related subjects	X	X	X
Use-as-desired services based on number of hours needed per quarter		X	X
Inventory of current issues and user concerns	X		X
Review of database environment, including, but not limited to, products and versions, memory, checkpoints, disaster recovery/failover performance, etc.	X		X
Analysis of database log files — searching for possible problems, reviewing checkpoint times, and evaluating relevant information	X		X
Analysis and documentation of existing Informix or DB2 batch (cron) jobs	X		X
Review and analysis of Informix or DB2 licenses in use, renewal reminders	X	X	X
Review of standard DBA processes	X	X	X
Diagnostic report identifying weaknesses and risks and recommending correction and optimization	X		X
Review of back up and recovery strategies	X	X	X
Mentoring and continued support on DBA processes		X	X
Delivery and installation of One Point OpenSource software to monitor and tune Informix or DB2 databases, including documentation for the software	X	X	X
Ability to install Web-based remote monitoring solutions for in-house use	X		X
Phone and email support during regular business hours (Monday-Friday, 8 AM — 5 PM EST, U.S. business days)		X	X
One Point ongoing remote monitoring services and vacation DBA coverage			X
Notification of relevant Informix or DB2 product news, e.g.: product upgrade paths, product obsolescence, new product releases and their applicability			X
After-hours support and DBA vacation coverage			X
Guaranteed 30-minute callback time for emergency support requests made to a support phone number during regular business hours			X