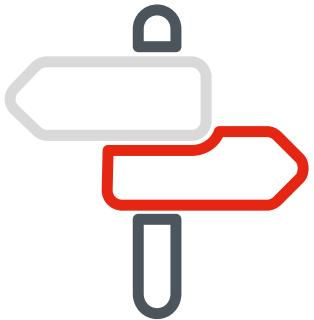

What's the difference between RemoteDBA and Consultancy on Demand?



What is Triton's RemoteDBA service?



RemoteDBA is designed for mission critical environments, where support is required urgently to recover an unavailable or poorly performing DB2 database – at any time of day, evening or night.

remotedba 

This is when you need RemoteDBA

3:00am Tuesday:

- ▮▮ The database is performing badly... it has to be fixed before tomorrow's peak"

2:00pm Sunday:

- ▮▮ My database is down and I need it recovering fast"

What is Triton's Consultancy on Demand service?



Consultancy on Demand (CoD)
is designed for customers who
need Triton skills, support, advice
on the design and management
of their DB2 system.

consultancy
on demand

This is when you need CoD

- Can you spend 3 days with me designing our new DB2 High Availability system”
- Please explain the commands I can use to monitor database performance”

Service Comparison Checklist

	RemoteDBA	Consultancy on Demand (CoD)
When should I use it?	Mission critical – urgent support needs	Access to expertise and advice
When can I use it?	Up to 24x7, 365 days a year	Office hours
How do I access the service?	By telephone/email	By email
How soon will you respond?	Within 1, 2, or 4 hours to address the problem, dependent on service level agreement	Within 24 hours to arrange the work
How do I contract for the service?	Contracted for 12 months with cost dependent on service levels	Contract number of hours valid for 12 months
What is the charge for each call?	Nothing – unlimited calls within contract	Time used is deducted from contract hours