

Triton Consulting RemoteDBA Lite

Introduction

To meet the challenge of managing data effectively through skilled DBA personnel, a move toward RemoteDBA support services is becoming an attractive option not only for organisations that are finding it difficult to replace their DBAs, but also smaller organisations that cannot justify the cost of a full-time DBA.

There are several reasons that justify the use of a RemoteDBA service:



Expertise

The RemoteDBA service staff are highly qualified and certified database experts.



No attrition

With a RemoteDBA service the challenge of losing an in-house DBA is avoided.



Full-time cover

The service can be available 24x7, 365 days a year.



Better utilisation of internal DBAs

A RemoteDBA service can allow organisations to better utilise their internal DBAs by allowing them to focus on more strategic, development projects.



Lower cost

A RemoteDBA service can cost significantly less than a similar level of service in-house.

Triton Consulting's RemoteDBA Lite service

RemoteDBA Lite is the streamlined version of our RemoteDBA support package optimised for smaller, more stable DB2 environments.

You get expert, responsive DB2 support from our fully trained consultants whenever you need it, at an affordable price point.

We created RemoteDBA Lite especially for organisations who use DB2 less intensively, or have 'inherited' it from elsewhere and don't have in-house DB2 expertise to support it.

If you have just one or two DB2 databases, use DB2 for production only and have a relatively stable IT environment, RemoteDBA Lite is exactly what you need.



Two-hour rapid response to DB2 incidents – either 24/7 or during office hours 9am–5pm as you prefer



An initial **'health check'** of your DB2 system, followed by **monthly reports on system health**



Up to 20 hours' **expert DB2 consultancy** per year



Your own dedicated **support hotline** and **account manager**

Is RemoteDBA Lite right for you?

RemoteDBA Lite will suit your organisation if:

- You have just one or two DB2 databases in production
- You're currently using DB2 for production only, with little or no application development and testing
- You have a relatively stable IT environment, with just a few DB2 production issues per year
- Even though your DB2 use is modest, you could still suffer significant data loss from DB2 database corruption – if you don't have a rigorous backup or maintenance strategy in place
- You've 'inherited' DB2 through expansion or acquisition, or bundled with another product (Datastage, Maximo, WAS, IIS, Optim etc), and don't have the in-house skills to support it.

What will a Client receive when they purchase Triton's RemoteDBA Lite service?

Service element	RemoteDBA Lite service
Cover	Call out of Triton DB2 Consultants to fix problems affecting a Clients Production service.
Days covered	<ul style="list-style-type: none">• 9:00-17:00, Monday-Friday, or• 24 hour, 7 days per week – 365 days per year
First response time	2 hour response (call back from a Triton Consultant)
Support calls	Up to 6 per Annum
DB2 release levels supported	All
Services included	<ul style="list-style-type: none">• Corrective maintenance including root cause analysis, bug fix isolation and resolution• Application of routine preventative maintenance (fixpaks)• Health check prior to service start• Regular service checkpoint meetings
Other features	<ul style="list-style-type: none">• Monthly reports showing calls logged and actions taken• Dedicated hotline for support calls

About Triton

Triton Consulting are experts in Hybrid Data Management and Digital Transformation. The company's team of consultants represent some of the most highly experienced and qualified in the industry, and are able to advise on a range of Data Management solutions including DB2 for z/OS, DB2 for LUW plus data related infrastructure and transformation services.

As well as expert consultancy in all areas of DB2, Triton Consulting also cover a wider spectrum of high level consultancy including senior project management, technical planning, technical architecture, performance tuning and systems programming.

Triton Consulting has been providing consultancy services for over 25 years. Triton are internationally recognised for their DB2 expertise with three IBM Gold Consultants and seven IBM Champions.

Find out more about Triton
www.triton.co.uk

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