Triton Consulting
RemoteDBA Support Service

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 service

Triton's approach to delivering DBA skills is through a RemoteDBA service built on these key pillars:

- Unlimited support from highly skilled DBA's
- Tailored service to meet Clients specific needs
- Cost effective
- Continuous, proactive monitoring

Unlimited support

Clients have access to the Triton dedicated 24x7 support infrastructure, always speaking to a fully trained and experienced DBA. 1 call a month or 100 calls a month the cost and cover stays the same. This gives our clients peace of mind knowing that they can use the RemoteDBA service as much as they like without incurring additional charges.

Tailored service

All contracts are tailored to each customer's requirements, thereby offering the flexibility and scalability you need to meet your business requirements. The RemoteDBA service can be provided 9-5, 5 days per week, through to 24x7, 365 days per year, with varying response times depending on how critical your system is.

Cost effectiveness

Triton's RemoteDBA service leverages a shared skill pool with industry proven tools and can offer RemoteDBA support cheaper than having an expensive full-time DBA. With Triton's RemoteDBA service, you buy only those DBA services you require and only at the levels you require them.

Continuous, proactive monitoring

Embedded with the service Triton uses the industry leading DBI tools to monitor your systems, so we and you get alerted to potential problems quickly. The tools can then be used to help identify the root cause and solve performance issues.

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

Service element	RemoteDBA service
Cover	Call out of Triton Consultants to fix problems affecting a Clients Production service
Days covered	• 9:00-17:00, Monday-Friday, or • 24 hour, 7 days per week – 365 days per year
First response time	1, or 2 hour response (call back from a Triton Consultant)
Proactive monitoring	Provided using DBI Purefeat Suite of DB2 monitoring tools
Supported calls	Unlimited
Support hours	Unlimited
DB2 release levels supported	All
Services included	• 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	• Monthly reports showing calls logged and actions taken • Dedicated hotline for support calls

Our Clients

Some of Triton's Clients using our RemoteDBA service include:

Vision Express is part of Europe's largest optical retail group GrandVision. Opening its first store in 1988 in Metrocentre in Gateshead, Vision Express has more than 390 stores nationwide and continues to maintain its position as one of the leading and most trusted opticians in the UK and Ireland.

Vision Express use Triton's RemoteDBA service to provide DBA support for their marketing database.

CPA Global is the world's top intellectual property (IP) management and IP software specialist, and a leading provider of outsourced legal services. With offices across Europe, the United States and Asia Pacific, CPA Global supports many of the world's best known corporations and law firms with a broad range of IP and broader legal services.

Triton and CPA Global have been working together since 2011 in order to provide support for production DB2 operations and the ongoing development of a DB2 database.

Hermes Group, the consumer delivery specialist, provides flexible and affordable delivery options that put the customer in control whether sending, receiving or returning parcels to home, work, a neighbour, safe place or a ParcelShop. These include next day, standard, international and Sunday deliveries as well as ETA time windows for delivery and collection. Hermes has enjoyed double digit growth every year for the last six years, and handled more than 304 million parcels in 2017. 80% of the UK's top retailers trust Hermes with their parcel deliveries, including Next, ASOS, John Lewis and Arcadia.

The company operates a network of over 14,500 self-employed couriers and more than 4,500 ParcelShops nationwide.

The IT systems underpinning the Hermes service are critical and time dependant needing to manage the delivery of up to 2 million parcels per day.

Hermes use Triton's RemoteDBA service to provide 24x7 cover for their DB2 based applications to respond to and fix any production service outages.

"The smooth and efficient running of our IT service is absolutely critical to the business across the year; however during peak when the volume of parcels going through the operation is significantly higher, it's even more crucial to ensure that our IT infrastructure and processes are robust. Triton has provided a strong performance improvement programme that has delivered a real impact for us as we head into Peak 2018."

David Caldicott
IT Director at Hermes

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 five IBM Gold Consultants and five IBM Champions for Data and AI.

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

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