



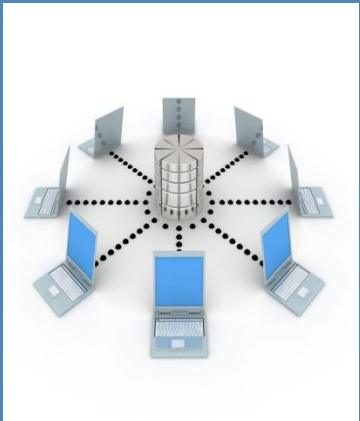
# Case Study

## Remote DBA Experts Healthcare Clients

As healthcare professionals aim to maintain a high level of honesty with their patients, following ethical procedures and maintaining patient privacy are critical. Remote DBA Experts follows a set of best practices and procedures to maintain the integrity of our healthcare customers' databases. We support thousands of databases for healthcare clients across the country on all major platforms including SQL, Oracle, Oracle Apps, DB2, and MySQL.

The healthcare clients we support vary greatly, and we strive to meet each customer's specific needs. Whether our healthcare clients are big or small, we offer each of them HIPAA compliance and 24x7 support and monitoring services. We have numerous healthcare customers that have been nationally ranked, and we strive to help all of our clients maintain their good standing in the healthcare industry by meeting their database challenges and providing quick and effective solutions.

## Services



Remote DBA Experts provides a wide range of services to our healthcare clients. The services we offer include:

- Database Administration and Maintenance
- Server Upgrades
- Application Upgrades
- Server Migrations
- Database Restores
- User Permissions
- Server Installs
- Clustering
- Replication
- Backup and Recovery

Since security is one of the top priorities for our clients, we also offer 24x7 proactive monitoring and predictive analytics in order to predict and prevent problems before they occur.



remoteDBA<sup>TM</sup>  
experts

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## Successes & Benefits



With Remote DBA Experts, our healthcare clients experience many successes and benefits of having our support. We will work around the clock to give our customers the best support possible.

Our successes include upgrades and backup planning projects that have prevented failovers from occurring, server migration projects that have increased the performance of our clients' servers, database restores that have allowed for further access to tables, and change management settings that have increased the security of our customers' environments.

We also encourage professional but friendly relationships with our healthcare clients. If our clients also have internal resources, we collaborate with them and have regular meetings to ensure that they are aware of all our processes and procedures. Calls and emails from our clients are welcome any time of the day, and we always alert our clients about any change in their environments.

Our customers can be rest assured that we will do anything we can to provide continued benefits and successes to our clients.



## Sample of Current Clients



Continuum Health Partners, Inc.



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