



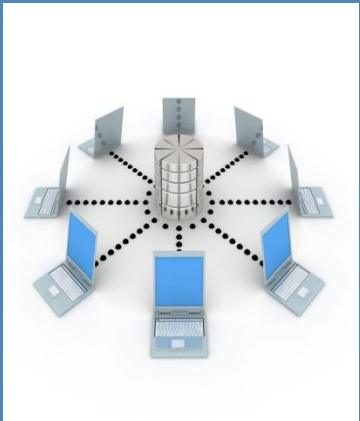
Case Study

Remote DBA Experts Retail Clients

Retail companies process thousands of transactions each day and strive to continuously increase their sales revenue. Therefore, keeping their databases highly available and their customers' information secure is important. Remote DBA Experts uses cutting-edge monitoring software and follows a set of best practices and procedures to guarantee that our retail clients' environments are always available and secure. We support thousands of databases for retail clients across the country on all major platforms including SQL, Oracle, Oracle Apps, DB2, and MySQL.

Our retail clients are very diverse, and we strive to meet each customer's specific needs by conducting thorough database analyses and assessments. All of our retail clients also have the comfort of knowing that we will support and monitor their databases 24x7. Whether our client is a Fortune 500 company or just starting out, we aim to help all of our customers expand their client base and increase their sales by providing quick and effective solutions to challenges within their database environments.

Services



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

- Database Administration and Maintenance
- Server Installs
- Database Restores
- On-Call Trouble Shooting
- User Permissions
- Backup and Recovery
- System Upgrades
- Code and Performance Tuning

Since high availability 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.



remoteDBATM
experts

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Successes & Benefits



With Remote DBA Experts, our retail clients experience many successes and benefits of having our support. Since our retail clients' environments require the utmost attention to detail, we will work around the clock to give our customers the best support possible and adapt to any additional stipulations our clients have in regards to supporting their environments.

Our successes include solving on-base user permission problems, resolving difficulties with stand-by environments, and resolving high CPU issues by using our on-call help service.

We welcome professional but friendly relationships with our retail clients. If our clients have internal resources, we collaborate with them and encourage calls and emails from them any time. In order to ensure that our clients are aware of all of our processes and procedures, we like to schedule weekly meetings with our retail customers.

Our customers can be rest assured that we will do anything we can to keep them be informed about their environments and provide them with continued benefits and successes.



Sample of Current Clients



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