

DATABASE

TRENDS AND APPLICATIONS

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dbaDIRECT® Solves Database Administration Challenges for Interim HealthCare

Today more than ever, IT departments face pressing database administration challenges. With database applications ranking first in technology implementations this year, according to a survey of over 430 IT decision-makers by IT Toolbox, demand for cost-effective, reliable database support continues to rise.

However, for many companies, tightened IT budgets and smaller DBA staffs have meant unexpected downtime, DBA skill shortages, inability to support non-core databases, and fractional DBA requirements—all of which can cause a major disruption to the strategic focus of IT.

Interim HealthCare, the nation's oldest health care franchise organization and the largest combined provider of home care and supplemental health care staffing, found an antidote to its database administration challenges in dbaDIRECT. Headquartered in Greater-Cincinnati, dbaDIRECT specializes in providing database administration services from its database operations center.

Interim runs over thirty-five database servers. All are MS SQL based, except for two Oracle servers running on HP/UX and supporting its mission-critical ERP system. The company possessed SQL Server expertise in-house, but Oracle was a non-core competency of its IT organization. Consequently, Interim looked first to augment its internal staff but to no avail.

"The majority of the companies we considered were consulting and multiple task outsourcing companies that failed to meet most of our requirements," said Movva. "Only dbaDIRECT met every one of my requirements. dbaDIRECT became the natural choice for Interim."

"Finding a person in Florida with the right qualifications to maintain this system proved to be too difficult," said Satish Movva, Vice President and CIO for Interim HealthCare. "In addition, we realized upfront that the employee would be underutilized, as the system does not need attention on a daily basis, but when it does need attention, it needs it on a priority basis. We decided these requirements qualified this function to be outsourced instead."

Interim had specific prerequisites for its database administration provider: a specialization in DBA work, highly qualified DBAs that could be interviewed, ability to dedicate a primary and secondary DBA knowledgeable about Interim's systems and applications, a 24-hour Operations Center to proactively monitor and manage the company's systems, an annual fixed price contract to make budgeting easier, and an SLA in place to measure all activity.

After a thorough evaluation of companies, Interim selected dbaDIRECT® for Oracle database support.

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dbaDIRECT applies its ONguard® process to deliver full database administration services in addition to real-time reporting for its customers. According to Interim HealthCare, dbaDIRECT provides a valuable service that the company will continue to leverage as a strategic tool in its IT toolbox.

"We have been a dbaDIRECT client for just over a year and have recently renewed our contract with pleasure," said Movva. "dbaDIRECT provides us with the database expertise we need to continuously manage our Oracle databases supporting our mission-critical systems. For less than half the price of hiring full-time Oracle DBAs, dbaDIRECT monitors our system for exception conditions, gives us proactive notification on system patches and performance issues, and performs routine DBA tasks as well. dbaDIRECT's team interacts with our staff as if they are one of our employees."

Schedule your personal dbaDIRECT NetVisit or request your free white paper today. Contact Bruce Deacon at 877.687.3227 ext. 238 or visit www.dbadirect.com.



dbaDIRECT

dbaDIRECT helps companies keep their DB2 UDB, Informix, Oracle, Sybase, and Microsoft SQL Server databases running smoothly 24x7x365. The company manages thousands of databases worldwide from its Database Operations Center® headquartered in Greater-Cincinnati.

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