



dbaDIRECT

DATA SHEET



You manage the business,
we manage the infrastructure.

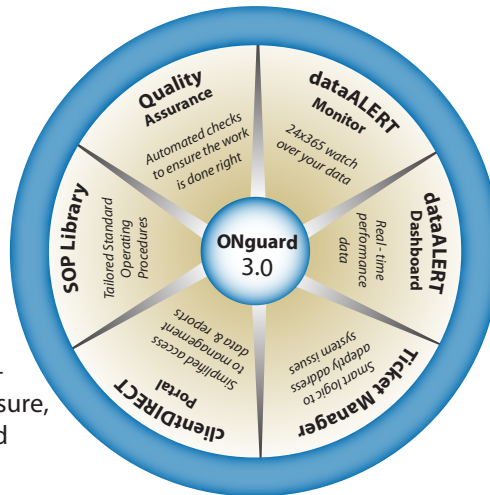
The ONguard 3.0 Platform

**The synergy of intelligent
people, platform and
processes**

dbaDIRECT's ONguard 3.0 Service Delivery Platform forms the foundation for efficient and consistent service. The platform combines technology, processes and globally optimized resources to enable our Continuous Service Assurance and ONdemand Data Services. ONguard 3.0 facilitates the rapid assimilation of database architecture, standard operating procedures, and communication requirements, allowing our delivery teams to provide you timely, consistent and knowledgeable service.

dataALERT Monitor

Effective database administration requires intelligent data monitoring and automated notifications. The ONguard dataALERT Monitor provides 24X365 watch over and alerting on critical parameters that keep your data operational.



"I can confidently say that with the release of ONguard 3.0 - this platform is the platform most CIO's would like to build if they had the time and resources."

Ken Roth
Senior VP - dbaDIRECT

dbaDIRECT® is the pioneer and leader in data infrastructure management services. Enterprise IT organizations turn to dbaDIRECT to gain significant increases in service, quality, consistency and coverage.

dataALERT Dashboard

Gain real-time insights into data performance metrics and service-level agreements. The dashboard is an executive management tool to measure, perceive, and understand the business value and effectiveness of the managed service operation.

Ticket Manager

Get the right problem, to the right person, right on time. ONguard 3.0 enables our customers to initiate problem fixes and service requests with an automated workflow that is guided by proven procedures.

clientDIRECT Portal

Your window into dbaDIRECT's delivery processes and information. Customers are able to open tickets, check incident status, review service levels, analyze trend and performance data, and communicate directly with dbaDIRECT's delivery staff.

SOP Library

dbaDIRECT's value is driven from the management of customer data and the unique Standard Operating Procedures (SOP) that drive our response processes. The ONguard SOP Library stores and presents customer-specific operational procedures and requirements to the dbaDIRECT-assigned resource when an incident occurs.

Quality Assurance

A breakthrough application that monitors and audits the quality of the work performed by the database administrators. ONguard Quality Assurance makes sure that the root cause of an issue is addressed quickly, preventing future issues.

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