

## Database Operations Services

# Ensure quick and reliable access to your data

### Description of the solution

Data is the most important part of every information system. The demand is to have continuous and fast access to data because it represents a crucial element in business processes, transaction systems, and in decision making. Data from the past enables decisions about the future. Database management and maintenance requires highly trained personnel with extensive experience in diverse environments combined with a program of continuous education. The knowledge and experience of S&T is recognized by vendors, as well as its clients.

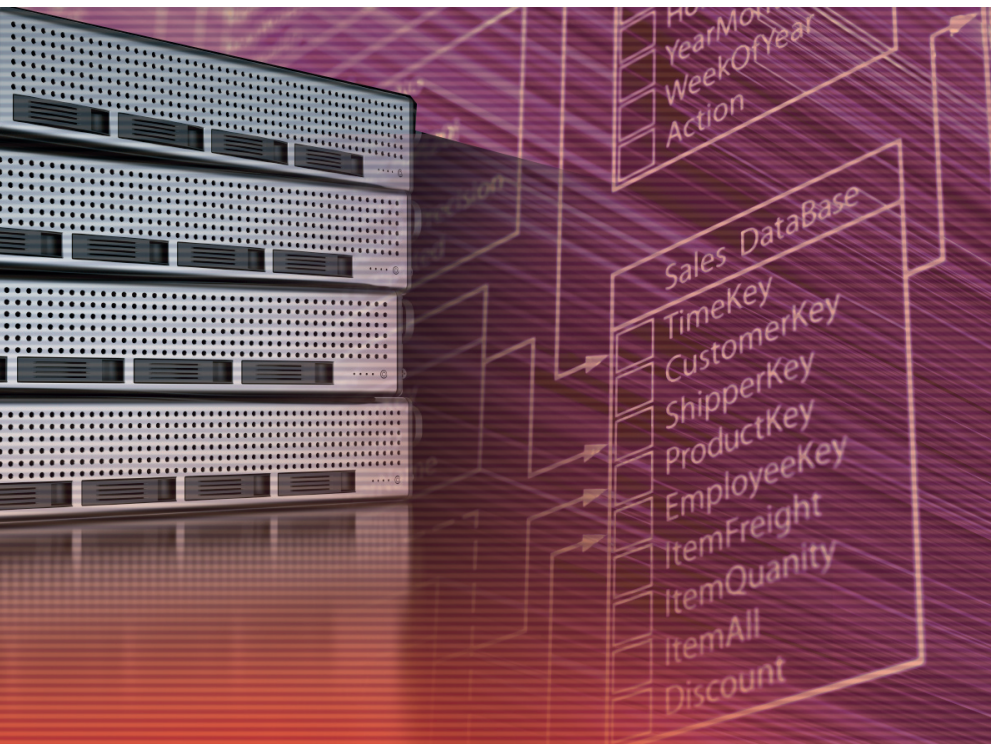
### Challenges

- Companies lose money if data is corrupted, inappropriately used, or is not accessible.
- Companies are often faced with skilled personnel retention problems.
- The costs for maintaining appropriate levels of knowledge are high.
- IT departments often lack the experience acquired while solving problems in different situations and environments.
- Over-utilized or underutilized DBA personnel.
- Companies lose time and energy when coordinating and harmonizing relationships between principals and subcontractors.
- Companies are dealing with IT instead of focusing on their core business.

### S&T has the solution

With its long tradition, extensive experience and team of highly qualified and certified professionals, S&T provides comprehensive assistance in the design, establishment and maintenance of MS SQL databases and the complete suite of ORACLE data management software products (Database, WebLogic, Audit Vault, Database Vault, RAC, Active Data Guard, Fail Safe, etc.).

Services can be delivered on-site or remotely via network connections.



## The S&T solution in detail

In general, S&T operations services in the field of data management are divided into two main categories:

### 1. Implementation and Transition

- The assessment and design of the environment.
- Integration and configuration of the environment.
- Optional data classification.
- Optional virtualization.
- Optional implementation of high availability.
- Optional configuration of a disaster recovery (DR) location.
- Data migration.
- The creation of “online” and “offline” data archiving.
- The preparation of documentation (settings, instructions, procedures ...).

### 2. Maintenance and Management

- Proactive management and maintenance.
- Urgent remedial work and root cause analysis.
- 24 x 7 availability services.
- The preparation and carrying out of DR tests.
- Performance analysis and tuning.
- Reorganization and optimization of databases.
- Administration of users and user rights.
- Administration of databases (development, planning, implementation).
- The creation of scripts to automate processes.
- Security checks.
- Production database cloning.
- The creation of databases and tables.
- Regular monitoring and reporting.
- Capacity planning.
- Maintaining documentation.

## Business benefits

- Experienced and certified S&T personnel
- A single point of contact
- Focus on core business and not on IT
- Transfer of risk and responsibility to S&T
- 24x7 availability
- No need to be concerned about future upgrades and strategy
- Constant access to IT expertise
- Cost reduction
- Transparent costs for adding or removing databases

## SUCCESS STORY

### S&T maintains Austrian IT infrastructure of one of the world's leading paper and packaging producing companies.

The company employs 31,000 people across 31 countries worldwide. The most important European branch is in Austria, as this branch provides centralized IT support for all other companies in Europe.

Because of its complex IT infrastructure, the company had difficulties in managing the required service levels in all areas. As complex database products were used (many Oracle Databases, Oracle Application Servers and MS SQL Servers), they decided to search for an external contractor. They wanted a single company to take care of all IT infrastructure services and to provide complete support, which is why they chose S&T.

## Experience – a crucial factor in operations services

As a leading company in the region, S&T has a long tradition, extensive experience, and has obtained the highest available partner status from leading manufacturers of database software (for example Oracle Platinum partner status). Its highly experienced and certified professionals operate and maintain many diverse database environments. S&T also covers all other areas that interact with databases on a daily basis: the majority of operating systems, backup, data storage, network, security, monitoring solutions, applications, etc.

S&T has extensive experience in designing, developing and maintaining database solutions.



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