

# ***Remote Database Support***

## ***A Strategic Advantage***



*A DTC Global Services White Paper*



### The 40% Factor

To some degree, every IT organization is uniquely designed to support specific business needs of the corporation. In the pursuit of that task, IT managers must balance the day-to-day requirements of supporting production systems against the need to support new development initiatives that are designed to take the enterprise the next level of competitiveness. This “balancing act” is difficult to maintain with the consistently shrinking IT budgets and staffing requirements that have become common in recent years. While some managers believe much of their DBA’s time is spent in support of the application development process, in reality even in the most dynamic of development environments at least 40% of a DBA’s time is spent doing low-level, predictable and repetitive administration work on production environments.

If one were to analyze the daily activities of a DBA, a pattern of predictable and repetitive tasks begins to emerge. Checking alert logs, monitoring performance levels, tuning, applying patches, performing upgrades, installing agents, validating the backup and recovery process, following change management procedures, responding to request from applications developers, O/S Administrators, and end users are all part of the daily routine of production support. Some of these tasks are technical in nature, but many are not. While all are critical to the support of your organization, they are rarely directly related to a company’s core competencies that generate revenue.

A key element in an organizations ability to gain a competitive edge in the marketplace is their ability to leverage as many of their resources as possible on the most time-critical and revenue-impacting projects. This can be accomplished at the IT level by utilizing local resources in necessary product upgrades, new development initiatives, as well as testing and validating current systems capabilities against KPIs to ensure the installed IT products are providing real, measurable improvements to the bottom line. Having a highly skilled, highly paid DBA spend 40% of their time on mundane, repetitive tasks removes them from a position where they can be most effective on the most important, mission-critical and leading-edge initiatives. The company that can leverage that 40% spent on the mundane, repetitive tasks, and utilize it more effectively for the organizations longer-term goals, is the organization that will always be ahead of their competitors.

By taking over the mundane, daily repetitive tasks of the production DBA, DTC’s remote DBA support services are designed to allow our clients the luxury of leveraging that 40% to their competitive advantage.

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There are many intangibles that companies must consider when hiring and keeping qualified employees. All of these contribute to a cost factor that goes beyond the hard costs of employment, and all can be eliminated with a remote database support solution.



## Intangible Costs

### Turnover

With the downsizing of the IT market, turnover is not as high as it has been, but the current average turnover rate within IT staffs is still 12.5%. What does it cost to find, train and retain quality DBAs?

### Outplacement

The national average expense for outplacement services is \$3,500 per employee. How many companies have the resources that can best search and recruit a replacement for a technical resource that left the company?

### Motivation

High skilled and qualified DBA's are in high demand, which puts additional pressure on the employer to provide the employee with a satisfactory and challenging work experience. How much time (and money) must be spent by the employer to accommodate this need?

### Career Path

Highly skilled employees are usually type-A personalities that are driven by their ability to progress within the corporate structure. How much time and effort is required by management to build and maintain an attainable career path for their employees?

## A Real ROI

While there are any number of reasons that a company would choose to use remote DBA services, these reasons can vary depending on the perspective of the individual. The CFO will see a true cost savings as the principle reason for remote DBA support, while the IT manager would justify remote DBA support based on a better use of their resources at a cost less than that of hiring a new employee. And a CEO may understand remote DBA support and the SLAs incumbent in the agreements as an added guarantee that his support systems will be available to his staff at all times.

Regardless of the various reasons for selecting remote DBA support, the cost savings are real. It has been documented that companies can save approximately 40% by participating in a Remote DBA program.

Description of Cost	Actual Cost	
	Internal	Remote Solution
Average Annual Salary*	\$80,000.00	Not Applicable
Average Benefit Compensation*	\$20,000.00	Not Applicable
Average Training Costs*	\$3,000.00	Not Applicable
Average Hardware Software*	\$5,000.00	Not Applicable
Average Office Space Costs*	\$5,000.00	Not Applicable
Average number of DBAs per 20 databases Maintained	2	Remote Solution
<b>Total Cost of Maintenance*</b>	<b>\$226,000.00</b>	<b>\$84,000.00</b>

\* - Meta Group Data 2003



## Advantages of Remote DBA Services

### Accelerated problem resolution

*Since Remote DBA programs focus 100% on administrative support, the response time for user requests, performance related issues and development support is typically reduced, leading to reduced downtime, better performing systems, and greatly increased customer satisfaction.*

### Leveraged state-of-the-art monitoring tools

*Third party software packages provide detailed insight into the state of the systems, and also provide reporting capabilities that would otherwise be unavailable to the management team. These tools typically require a high initial investment, and many are very costly to maintain year after year. Companies that hire remote support services gain the benefits of the third party tools without having to purchase, implement, and maintain additional software.*

### Track and audit changes

*While some IT Managers are not always clear about the day-to-day activities for their DBA(s), most third party vendors offer a full accounting of the work performed on their client's systems. This includes case tracking, detailed maintenance logs, and resolution analysis. This information is a valuable IT management tool that can be used to effectively review and plan for upgrades, enhancements and critical fixes.*

### Increased team productivity

*It is important in any organization to deploy the best talent to the most visible and strategically important projects. When a small organization is faced with this requirement, such a change in focus can leave a database environment vulnerable. Utilizing remote support services in such a situation not only reduces the vulnerability of the database systems, but also provides the most talented people the opportunity to work on the hottest and most career-enhancing projects, almost ensuring they are a more productive and positive contributor to the organization.*

### Reduced head count

*While reducing headcount is not the primary goal of remote DBA services, IT Managers who are being asked to reduce headcount have found that Remote DBA programs offer a viable alternative at a fraction of the cost of a full-time DBA. Many Fortune 2000 companies employ no DBAs at all.*



## Mitigated turnover

*Companies looking to mitigate the risk of a single point-of-failure (one DBA) are turning to Remote DBA Outsourcing. In addition to vacation, sick days, and other unplanned time away from work, the added risk of internal resources simply leaving has compelled some IT Managers to consider third party arrangements.*

## Provide an “Insurance” policy for the IT Organization

*It is difficult to attain authority or the budget to raise headcount, even when companies would prefer to have another level of support within their infrastructure. Third Party vendors, by design, have teams of Sr. DBAs, a virtual knowledge-base if you will, whose function could easily be described as an insurance policy for an IT organization.*

## Reduced IT budgets

*In tough economic times, IT Managers are faced with more work and less funding, demanding they look across the organization for ways to do “more with less”. Additionally, few IT Managers are willing to pay for the high cost of outside consultants to assist with internal database administration. Remote Database Support services are designed to accommodate stringent budget restraints without sacrificing any level of support.*

## The Strategic Advantage

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*In today’s highly competitive marketplace, it is essential that companies continually leverage every resource at their disposal in an effort to ensure they meet their business objectives. To that end the day-to-day operations of the technical infrastructure supporting the businesses processes must be run at peak efficiency, which in turn requires the resources supporting the technical infrastructure also be working at peak efficiency. Given the many constraints on businesses today, new methods of providing support must be engaged in order to meet these goals.*

*DTC Remote DBA Support Services provides our clients with the strategic advantage that only comes from an ability to provide greater service at a lower cost than they could accomplish themselves. It is a proven alternative, saving manpower and money, and an option that no company can afford not to seriously consider.*