



*Immediate annual costs savings!  
Zero employee downtime!  
Better performing systems!  
Fixed costs, lower risks and rapid results!*

# JoraPh Managed Services Ltd

## Case Study

JoraPh works closely with all customers, ensuring solutions of the highest quality are provided and expectations are exceeded.

JoraPh is an independent consultancy providing expertise in Oracle technology. Our services cover all aspects of Oracle Database Technology including Performance Tuning, Database Administration, Health Checks, Licensing, Application Development and Training.

## Outsourced Oracle Managed Services and Support for a Local Authority

### The Customer

A Local Authority - due to client confidentiality the name of the Authority cannot be disclosed, however, references are available upon request.

### The Problem

Because of cutbacks, the Local Authority had seen a reduction in its Oracle DBA staff to one person, whilst at the same time increasing the number of Oracle databases within their infrastructure by 50%, and at the same time needing to increase the hours of proactive support to their users.

JoraPh was asked to propose a service that could provide first line support, back-up to the lone DBA, out of hours service delivery model and, above all, reduce the overall cost to the Authority.

### The Solution

JoraPh now provides an enhanced service over and above what the Authority can do internally, which includes:

- Taking the initial lead with all Oracle related problems
- Working as part of the Authority and being fully customer facing in terms of support, advice and work requests
- Providing a 30 minute response to database downtime
- Providing both on-site and remote support using secure VPN
- Set-up, automation and management of all DBA functions running on a daily basis ensuring human intervention is kept to a minimum and eliminating changes and errors
- Implementation of a comprehensive change control procedure
- Provision of monthly statistics to show efficiency and performance of all the relevant Oracle databases
- Responsibility for all backup processes and procedures
- Provision of a full and thorough proactive support service
- Coaching and knowledge transfer for the existing DBA
- Answering queries via telephone, email, etc
- Provision and implementation of all Oracle database upgrades

### The Result and What the Customer said

The Local Authority has seen a **massive** reduction by over 40% year on year in the cost of managing and supporting its Oracle databases and database users.

*"Since engaging with JoraPh, we have been able to reduce costs in Oracle DBA services whilst, at the same time, increasing the levels of support to our users.*

*We would have no hesitation in recommending JoraPh to other local authorities for a similar service."* Local Authority IT Director