

Benefits of Service Based Outsourcing

Compiled by Craig Moir of MyDBA
December 2007

TABLE OF CONTENTS

- 1. BENEFITS OF A SERVICE OVER PERMANENT STAFF**
- 2. DISADVANTAGES OF CONTRACTORS OVER A SERVICE.**
- 3. ADVANTAGES OF USING MyDBA'S SERVICE OFFERING**
- 4. MyDBA'S VALUE ADDED SERVICES**

1. BENEFITS OF A SERVICE OVER PERMANENT STAFF

- Measurable service as per Service Level Agreement (SLA) and Operating Level Agreement (OLA).
- Single point of Contact and responsibility as per SLA.
- Contractual Accountability.
- Fixed Monthly cost.
- Very high skills at a low cost.
- Proactive monitoring and alerting.
- 24x7 Standby with full escalation callout procedures as per OLA.
- Stable and predictable resource skill level.
- Staffing resource problems eliminated.
- Full Site documentation and procedural documentation.
- Knowledge retention.
- No service degradation during annual leave, sick leave, training and resignation.
- Certified database professionals.
- Proven track record.
- Proven technical capabilities.
- Proven database solutions.
- Access to a range of Consulting Services.
- Employment risk of unknown resource eliminated.
- Managed resources and deliverables.
- Service is easily Up or Down Scalable.
- HR problems and issues removed.
- Cost saving to company by eliminating placement agency fees, annual leave, sick leave, training, company benefits and performance bonuses.

2. DISADVANTAGES OF CONTRACTORS OVER A SERVICE.

- No measurable service with contracting house.
- No SLA or OLA.
- Contractors much more costly.
- No Continuity of server during leave, sick leave etc.
- No knowledge retention.
- No responsibility or accountability.
- No single point of contact.
- No unified service management.
- Individuals as opposed to single service.
- No adhoc services and consulting available.
- Variable monthly cost.
- No value added services.

3. ADVANTAGES OF USING MyDBA'S SERVICE OFFERING

- Measurable Service through a Service Level Agreement and an Operating Level Agreement (OLA).
- Proven track record.
- Full use of MyDBA's proprietary software.
- Proactive monitoring and alerting.
- Cross site support and knowledge between site DBA's.
- Unparalleled experience in the market place.
- Very high skills at a low cost.
- Infrastructure Professional Services.
- Infrastructure Consulting Services.
- Certified Oracle Partners.
- Full Site documentation and procedural documentation.
- 24x7 Standby with full escalation callout procedures as per OLA.
- Fixed Monthly cost.
- Certified database professionals.
- Proven technical capabilities.
- Proven database solutions.

4. MyDBA'S VALUE ADDED SERVICES

- Immediate access to a range of Consulting Services.
- Additional and immediate access to UNIX/Linux and Oracle database professionals.
- Monthly Management Reports.
- Proactive monitoring and alerting.
- Oracle Partners.