

Case Study - Database Rescue

BUSINESS CHALLENGES

- In-house team unable to identify the solution and looking for an expert for a solution on demand basis
- For any of the ad-hoc help such as Database slowdown OR Database restore, given the client's resource unavailability OR the absence of their DBA resource, client looks up to us to quickly help them out
- The challenge is to rapidly analyze their existing system, provide and execute the solution to meet on-demand needs of the client



BUSINESS SOLUTION

Aware of the challenges of the on-demand needs, Princeton IT engineers

- Rapidly analyze the client's problem statement
- Review the existing Database configuration
- Puts together a robust action plan to address the problem statement
- A coordinated team of experienced DBAs assemble to execute the plan of action
- Our team provides and resolves the problems within few hours via screen sharing session
- This also helps client to understand the process well which eliminates the communication problem
- Our Engineers by offering the best solution and keeping the timeline in mind, have gained the clients confidence

RESULTS / BENEFITS

- Minimize downtime
- Achieve confidence in our accuracy
- No onboarding process required. Example – Setting up of user account
- Such assessments can serve as an input for the client to mitigate loss and gain experience