

DBA ON DEMAND



24/7 DBA SUPPORT: 514.384.6886

Alithya offers a certified team of DBA experts to assist you on request or consulting during the implementation of your project.

OUR BUSINESS SECTORS



Agri-food



Retail



Distribution



Manufacturing



Public



Transportation

OUR AREAS OF INTERVENTION

WITH THE HELP OF OUR CLIENT SERVICE CENTER, ALITHYA GUIDES AND SUPPORTS YOU BY TAKING CHARGE OF YOUR DIGITAL ENVIRONMENT.

- Server management
- Database management
- Support for your systems or your ERP
- Troubleshooting
- Development on demand

OUR APPROACH

Our multidisciplinary team ensures the redundancy of our services in case of emergencies, our hourly capacity and our response time respecting your requirements and needs at all time.

Our team stands out through proactive management, a deep involvement in process optimization, and a willingness to satisfy our clients. Our consultants makes technological watch central to their daily operations. At each follow-up meeting, our aim is to give clients the proper tools for them to work with an effective updated system as well as benefit from a cost reduction and a decrease in non-performing elements.





OUR APPROACH

Some situations require functional expertise or knowledge of the various development tools. Our team of consultants will identify the expertise needed to analyze effectively these situations, to promptly analyze these situations, to quickly take corrective actions and resolve incidents.

AVAILABILITY

- 24/7 DBA support
- Visit on customer site when required

EFFICIENCY

- DBA team and Team Leader dedicated to your business
- On demand experts (IT analyst/programmer)
- French and English speaking team
- Service desk tracking system

FLEXIBILITY

- Modular offer according to your needs
- Flexible cost model (fixed price or hourly base rate)

COVERAGE

- Normal office hours and 24/7
- Monitoring
- Planned interventions (support) / unplanned Interventions: minimum 3 hours
- Support and development

TEAM

- Service center: Montreal office
- 15 consultants at your service

MANAGEMENT

- Regular follow-up (weekly or as required)
- Service Level Agreement (SLA)
- Business review (objectives and optimization)
- Ticketing system

