

## Oracle Real Application Cluster (RAC) Services

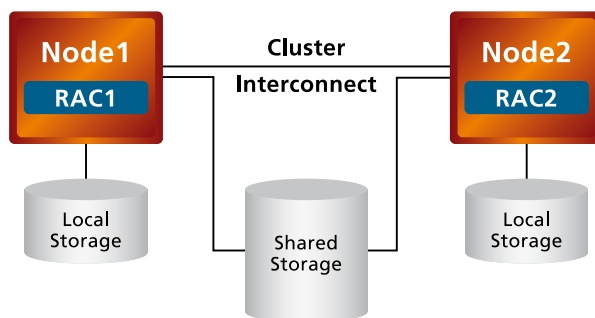
Oracle Real Application Clusters (RAC) represents a breakthrough in Oracle database technology, but it is also one of the most complex database configurations to implement and support. IT Convergence (ITC) has a team of experienced RAC engineers that your organization can rely on to help configure and support your RAC environment.

ITC provides senior-level expertise to assist Oracle RAC customers at every stage of their implementation, from the initial assessment to post-production performance tuning.

### ORACLE REAL APPLICATION CLUSTERS TECHNOLOGY

#### What it means to you

RAC is a database configuration option that can bring unparalleled scalability and the highest levels of availability for an Oracle database. RAC is driven by Oracle Database 10g's new Oracle Clusterware, which is software that handles cluster management, and the introduction of Oracle Clusterware has greatly simplified the implementation and support of a RAC environment.



Oracle Real Application Clusters Overview

Oracle RAC is a configuration that allows multiple instances to share one database. Each instance of the database runs on a separate server, which means that you have two or more servers accessing the same database at any given time. RAC environments are resilient: if one node in the cluster fails, another immediately takes over without any noticeable delay to the user.

Oracle Clusterware prevents database corruption and reduces overhead so that scalability is nearly linear.

Having near linear scalability means that as your organization adds servers, each of those new servers can

devote nearly 100% of its operating capacity toward useful work. The benefit to linear scalability is that an organization can optimize server usage. With RAC, there is no need to invest in excess server capacity in anticipation of future needs, and existing servers do not go under utilized.

Oracle supports RAC on every major platform, and IT Convergence provides RAC assessment, implementation and production support so that your organization can fully benefit from the outstanding scalability and high availability RAC provides.

### OUR EXPERTS DELIVER YOUR SOLUTION

ITC has assisted organizations from a broad spectrum of industries with their RAC needs. ITC's team of RAC engineers have delivered the following types of RAC-related services:

- Assessing business needs, technical environment, and available resources to recommend the right solution for an organization, including advising clients on whether RAC is right for them
- Implementing proof-of-concept pilot projects that include custom-configured RAC test environments
- Configuring RAC environments, from assessment to go-live
- Conducting extensive destructive testing and stress tests to validate expected availability
- Tuning an existing RAC environment to optimize performance and availability
- Providing technical instruction and mentoring to help database administrators and IT staff master the complexities of RAC

ITC RAC engineers work as a team, with each member able to rely on support from the rest of the staff. By operating this way, knowledge, best practices, and expertise are shared among the entire staff. This means that whenever you work with ITC, even if it is only one person, you are gaining access to a wealth of expertise that is dedicated to ensuring that your organization's investment in RAC technology results in a rapid return.

### OUR RAC SERVICES

ITC's RAC solutions are implemented by skilled RAC engineers that have experience with many different

types of cluster environments. This enables us to provide comprehensive Oracle RAC solutions including:

Oracle RAC Advisory Service
Oracle RAC Healthcheck Service
Oracle RAC System Design and Implementation
Oracle DBA for RAC Environments
Oracle RAC General Consulting

### Oracle RAC Advisory Service

RAC Advisories are usually delivered in one day or less and they focus primarily on education and high-level planning for Oracle RAC implementations. This service is commonly used by clients that are considering a RAC implementation and require additional technical expertise to help determine whether RAC is the right solution for their organization.

### Oracle RAC Healthcheck Service

The RAC Healthcheck is an expert review of an existing RAC environment. Clients often use RAC Healthchecks when their existing cluster is not performing well or they want to ensure that it is configured properly. Organizations that are about to bring a RAC environment into production also find RAC Healthchecks useful. This service is based on RAC best practices, and ITC has a standardized methodology for performing healthchecks. During a RAC Healthcheck, our engineers perform these tasks:

- Examination of any specific issues that are of concern to the client
- In-depth review of the entire cluster and database configuration, including networking
- Documentation and explanation of all performance metrics
- Delivery of a prioritized recommendation report

### Oracle RAC System Design and Implementation

Installing and configuring a new RAC cluster is a complex process. Care needs to be taken to avoid

errors. ITC's team has the necessary experience to design the cluster correctly the first time; this will reduce implementation time and ensure that your RAC environment is stable.

### Oracle Database Administration for RAC Environments

RAC requires monitoring and maintenance in order to remain effective. Many times, the level of effort required to perform these regular maintenance activities is high for inexperienced staff. ITC can provide you with cost-effective remote database administration services that will optimize the performance of your RAC configuration while keeping your environment stable.

### General Oracle RAC Consulting

ITC's RAC solutions cover a broad spectrum of RAC-related needs. However, if your need falls outside of our predefined services, we will be happy to provide a customized solution. After a brief assessment, we can scope your needs and provide an estimate for consulting services that will meet your goals.

### STAYING ON TOP OF CUTTING-EDGE TECHNOLOGY

ITC's RAC engineers are actively involved in the Oracle user-group community and the Oracle RAC Special Interest Group (RAC SIG), they regularly participate in these user group forums, on-line seminars, and many of them are regular presenters at international conferences. All of this helps ensure that our team members are well-versed in the latest industry trends, developments, and innovations.

### PARTNER WITH ITC TO FULLY BENEFIT FROM RAC

The technology behind RAC is highly complex and senior-level expertise is required to implement a RAC solution effectively. ITC's RAC engineers have that expertise and, by partnering with ITC, you can ensure that your organization's Oracle environment fully benefits from RAC technology.

## TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:

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