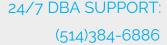


DBA on Demand



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

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, and our hourly capacity and our response time respect your requirements and needs at all times.

Our team stands out through proactive management, a deep involvement in process optimization, and a willingness to satisfy our clients. Our consultants make 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.

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 analyze these situations promptly and effectively, and will quickly take corrective actions and resolve incidents.

Availability

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

Efficiency

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

Flexibility

- > DBA team and Team Leader> Modular offer according to your needs
 - > Flexible cost model (fixed price or hourly base rate)

Coverage

- > Standard office hours as well as 24/7 availability
- 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

Our Business Sectors



Banking, Investment and Insurance



Manufacturing, Retail and Distribution



Energy



Transportation



Telecommunications



Healthcare



Professional Services



Government

Contact Us