

## DBA on Demand

24/7 DBA SUPPORT:  
(514)384-6886

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

- > 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

- > 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

**ALITHYA GROUP INC. IS A LEADER IN STRATEGY AND DIGITAL TRANSFORMATION IN NORTH AMERICA.** Founded in 1992, the Company counts on 2,000 professionals in Canada, the United States and Europe. Alithya's integrated offering is based on four pillars of expertise: strategy services, application services, enterprise solutions and data and analytics. Alithya deploys solutions, services, and skillsets to craft tools tailored to its clients' unique business needs in the Financial Services, Manufacturing, Energy, Telecommunications, Transportation and Logistics, Professional Services, Healthcare, and Government sectors.

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