



Westpeak case study



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Jill Salo

WESTPEAK ORACLE DBA

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www.dbvisit.com

contact us:

sales@dbvisit.com

USA 1-800-933-8007

INT +64 9 950 3301

Challenge

It is paramount that Westpeak have a robust, off-site disaster recovery solution. They need a data recovery system for their Oracle SE/SE1 database, a standby database product that hits the mark.

Why Dbvisit?

Westpeak researched the field extensively, but found nothing comparable to the features, focus and cost of Dbvisit Standby. Ease of installation and use, reliability and the company's free trial were also key contributors to the company's selection of Dbvisit Standby.

Benefits

Westpeak Oracle DBA Jill Salo explained that although several solutions considered by Westpeak contained the Dbvisit-like features they were looking for, were





Our customers



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only as a subset and not the main purpose of the solution. Westpeak would have had to purchase the entire product – at a much higher price point – to get what they really needed. Salo was also concerned about customer support - in fact, top-notch customer service was a primary reason Westpeak selected Dbvisit Standby. Salo was impressed from the start, stating “Nothing was too much trouble for Dbvisit Solutions, the creators of Dbvisit Standby.” She added that the Dbvisit team was always willing to answer questions quickly.

Dbvisit put to the test

Dbvisit Standby was put to the test at Westpeak when the company’s production database was lost, requiring activation of the standby.

Salo recalled that the switch was simple, error-free and completed in a matter of minutes. “In a crisis situation, it was very helpful to have Dbvisit managing our standby environment. I was able to bring up the standby in a matter of minutes by navigating a few menus,” she stated.

Salo also said that the final switch back to Westpeak’s production server “worked seamlessly and there were no problems.”

Salo summed up Westpeak’s experience with Dbvisit Standby as “First, on the rare occasion you get an “error”, the product not only gives you an error message, it tells you the exact steps to fix it in the message. The support staff also used the trace files generated to help troubleshoot the issue at their end. I was so pleasantly surprised and grateful to experience something completely different with this company. They are real people.”

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