

Zione Parachute Service

Army Rangers and Navy Seals have never rescued a down production database; Zione's Parachute team has.

Our Parachute team can engage in a matter of minutes and decisively defeat even the most stubborn issues through application of our Z-Edge™ Root Cause triage methodology.

When Do Oracle Clients Engage Parachute?

The typical request for service comes to us after a mission critical environment has abended. Often it is the middle of the business day, sometimes it is the middle of the night. The customer's IT team has done what they can, but the system will not restart. They often have opened a Service Request with Oracle Support but they know they will likely not get the Quality of Service they need in time to meet their Service Level Agreements with internal and external customers. We have worked under the most intense pressure and in situations where backup copies could not be restored, where DR data center failover failed to work, where accountability is required.

How Does Parachute Work?

It is too late to think about car insurance after an accident. It is too late to think about a database rescue service when users say they cannot connect and upper management is demanding to know how many more milliseconds it will be before service is restored.

The primary difference between Zione Parachute and Car Insurance is that there is no charge for Parachute Service until after there is an incident and you need help.

Parachute Service signup is precisely that, just a sign-up. No contract to sign, no NDA, no financial obligation of any type, and your sign-up information held in the strictest confidence.

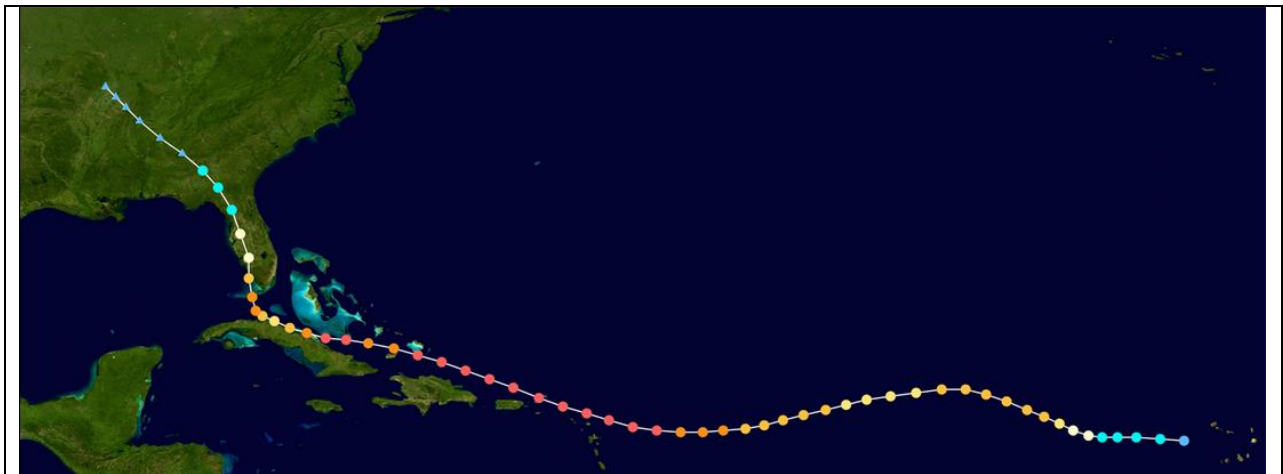
A registered organization wishing to engage our team need only make a single phone call. As soon as that phone call is received, we will provide you with two documents to sign: A mutual Non-Disclosure Agreement (NDA) and a Work Order with a clearly defined scope and a cost per hour for our services (preview copies of the documents can be obtained by emailing parachute@zionesolutions.com). Once the agreements are executed, we will engage within no more than 60 minutes 7x24x365 with a senior resource via a shared WebEx session and, if requested, have someone headed to your site no later than the following morning.

Case Studies

The following case studies provide examples of how the Zione Parachute service, like smoke jumpers fighting a wildfire, can reduce your risks and defuse a critical situation.

Case Study 1

It was 2017, and hurricane Irma was North of Cuba and rapidly approaching the Florida Coast.



Irma hit Florida as a Category 5 storm and caused widespread, catastrophic damage. One company realized that their main data center in the Miami area, and DR site near Orlando, were both in the path and called out for help late in the afternoon. By the end of the day an NDA and Work Order were signed and a team member was dispatched to the customer site. Another team member procured servers, storage, and networks in Oracle's OCI Cloud so that everything was in place the following morning. 24 hours later the company's DR had been relocated to the Cloud and tested, guaranteeing business continuity.

Case Study 2

A Zione client was optimizing thousands of queries as they converted from another database engine to Oracle Exadata when they hit a snag with a small number of complex queries that, were they not fixed, would have caused them to violate their SLA.

A member of our Performance team was immediately assigned to assist, connected with the customer via a WebEx session, and quickly evaluated the issue as the optimizer incorrectly using an index. Two hours later the problem queries were all running in a few minutes, well within the SLA.

Registration

Registering for Zione Parachute service is like receiving a free fire extinguisher. One you only have to pay for if you use it. No contracts to sign, no obligations, and it's available to you when and if you need it.

Ready to sign up for Zione's Parachute Service? Here's what you need to do:

Have an authorized signer in your organization fill out our secure online application form with just the following information.

1. Organization Name
2. Address
3. Contact Name
4. Contact Phone Number
5. Contact Email

That's all. The information submitted will be stored for reference if we receive a Parachute Service request.

Should we receive a request we will validate it against the registration, set up an NDA and Work Order available for review within minutes, and immediately begin contacting members of our technical team to help you fight your fire.