

# Database Services



- Database Support Service
  - ORACLE
  - MySQL
- Support packages to suit customer requirements
- Transparent SLA with Guaranteed Response Time
- Remote DBA
- Database Consultancy Services

# Database Support Service



- Initial Review and Monitoring of System Health – Initial PM
- Scheduled health-check 1 x Month
- Review of backup strategy and database policies – Initial PM
- Patching/Upgrade as per requirement
- One year 24\*7 Technical Assistance Service via Phone/email Support
- 24\*7 On-site support for severity 1 problems
- 12 x site visits by dedicated Technical Consultant (*Administration Support*)
- Performance Tuning services as per requirement
- Provide Documentations/Reports of every activity performed
- 1 x BCP Test
- Capacity planning of the databases – Initial PM
- Proactively check on the DB Lifetime Support Policy and recommend for suitable migration and upgrades.

*(All activity dates include weekends & public holidays)*

# Proactive & Preventive Maintenance



Configuration-based detailed Health Check to Identify Potential Issues



Detailed Analytical Reports with Recommendations



Product "Fixes" on Production DB's subject to approval and testing



Planning & Executing Critical Patches for DB

Recommending & Implementing bug-fixing PSU's

Providing DB end-of-lifecycle advisors and subsequent upgrade

Backup Policies and Implementation

Security & Audit Policies Implementation

Space Management

Memory Management

# Standard Package



Support for database systems that are very active but have less Ongoing development.

- Initial health-check & Review of Backup Strategy.
- One year 24\*7 Oracle Technical Assistance Service via Phone Support..
- One year 24\*7 On-site support for Severity 1 problems.
- 12 x site visits by Dedicated Technical Consultant (Administration Support).
- 1 x Oracle Performance Tuning services.

# Advanced Package



Support for database system with complex architectures, large number of users, regular development and advanced applications.

- Initial health-check & review of backup strategy.
- One year 24\*7 Oracle Technical Assistance Service via Phone Support.
- One year 24\*7 On-site support for severity 1 problems.
- 24 x site visits by dedicated Technical Consultant (Administration Support).
- 2 x Oracle Performance Tuning services.