

POSITIVE RETURN FROM YOUR DATABASE INVESTMENT

VIRTUAL DBA, XTIVIA's REMOTE DBA SERVICE



OVERVIEW

Your database is the heart of your information systems, and your information systems are the heart of your business. Therefore, your Database Administrator (DBA) must be an expert in database configuration, maintenance, upgrades, performance optimization, and troubleshooting to keep your information systems humming along. Additionally, since problems never occur on schedule, your internal DBA or team of DBAs must be on-call 24 hours a day, seven days a week.

When systems are running smoothly, your DBA is underutilized. This is because your DBA performs repetitive tasks instead of focusing on more challenging strategic, enterprise-specific projects. While these routine tasks are critical to the infrastructure of your information systems and someone must perform them, they rarely relate directly to a company's core revenue-generating competencies. The irony is that while DBAs are invaluable assets to an organization's IT support team, the Return on Investment (ROI) of relying exclusively on internal DBAs is often poor. Like many companies, yours is faced with the following challenges:

- Who has time to monitor and boost database performance?
- Who gets the mundane task of gathering and analyzing statistics?
- How does my DBA take time for training or vacation?
- Who knows my system and can advise me?
- What do I do if I can't afford a full-time DBA?
- How do I provide adequate 24x7 coverage with my current staff?
- How do I get the expertise I need across multiple database platforms cost-effectively?
- Who can cost-effectively monitor and maintain my database systems?

XTIVIA's VIRTUAL-DBA SOLUTIONS

XTIVIA's Virtual-DBA provides a cost-effective solution to meet the day-to-day challenges of availability, performance, support, and administration of your critical business information systems. We accomplish this through a comprehensive Remote DBA service, including remote monitoring and the dedicated services of our experienced Virtual-DBA engineers. Our service is designed specifically to meet the Informix®, IBM® DB2® LUW, Oracle®, MySQL, MariaDB, PostgreSQL®, MongoDB®, and Microsoft® SQL Server® database administration, maintenance, monitoring, management, development, support, and consulting needs of our clients.

We can customize our Virtual-DBA Service to fit your business and budget, whether supplementing your current DBA staff or managing all of your database administration needs. Our staff DBAs respond when they see a problem, and we are always just a phone call away when you need us.

KEY FEATURES

SERVICE AND SUPPORT LEVELS

Basic Service
24x7 On-call Support

Premium Service
24x7 Monitoring and On-call Support

Custom Service
Support defined by you

ADDED VALUE: REALIZING ROI THROUGH VIRTUAL-DBA

DATABASE TECHNOLOGY OWNERSHIP IS EXPENSIVE

Businesses depend on information technology for core operations. Therefore, the inability to access a critical information system can be costly. In addition, maintaining a resident database administrator to care for these information systems is expensive, especially when a situation calls for expertise in multiple database technologies.

Most owners of business information systems are proficient with the configuration and use of their applications. Still, they may be less experienced with troubleshooting, optimizing, and the ongoing maintenance of modern relational database technology. There are only so many hours in the day. Your internal staff may not have time to address all elements of database management, administration, and optimization. As a result, an outside consultant will often take responsibility for these tasks.

PROACTIVE APPROACH FOR PEAK PERFORMANCE

We use a comprehensive, proactive approach so that your information system is operating at peak performance and available to your users on demand. To properly maintain optimal performance and ensure system availability, you need someone who thoroughly understands the technology. In addition, crucial database components must receive support, and critical performance tuning and system optimization parameters must be continually monitored and adjusted for the best possible operation.

OPERATING PROFILE & TREND ANALYSIS

It's essential to collect and analyze critical key operational indicators to study system usage trends. Virtual-DBA automatically gathers and transmits this vital information to the Virtual-DBA Performance Lab. The data is indexed, categorized, and stored for review and analysis by your assigned DBA. If any critical signals appear in the operating messages during processing, our team will receive immediate notification, and we'll initiate corrective action according to your specifications.

SUPPORTED DATABASE PLATFORMS



RESPONSIVE AND AFFORDABLE EXPERT ADVICE

Since remote DBA services focus exclusively on administrative support, the response time for user requests, performance-related issues, and development support is typically faster. In addition, our 24x7 support means quick problem resolution. We'll customize our services, so you pay only for the support or service your business needs. You'll pay a monthly service fee based on the coverage level you require, with savings of up to 60% over the cost of a fully-loaded DBA.

WE KNOW YOUR SYSTEMS

Many companies sink tens of millions of dollars a year into their database administration because they have limited automation, process control, and operational maturity to manage their database environments. As a result, management of these environments remains highly manual and compartmentalized. Virtual-DBA provides access to expert Informix, IBM DB2 LUW, Oracle, MySQL, PostgreSQL, MongoDB, and SQL Server database administrators and consultants to support subscribers regarding any aspect of database design, troubleshooting, and management. In addition, Virtual-DBA assigns a primary DBA to your account for each subscribed database type, so you have a single point of contact who is also the subject matter expert.

WE'LL PROVIDE RELIEF SUPPORT, TRAIN, AND MENTOR YOUR IN-HOUSE STAFF

Whether your DBA needs training or just a vacation, Virtual-DBA provides solutions. Our Virtual-DBAs can function as an extension of your in-house staff or simply tend to your databases for you. We're also uniquely equipped to provide internal employees with training and mentoring. Our specialists have a wide breadth of experience, knowledge, and resources to share.

NEED A FULL-TIME RESOURCE ON-SITE?

If you do need a full-time dedicated resource on-site, we can help you with staffing. So you get the dedicated resource you need and peace of mind knowing experts are backing them up during off-hours, vacations, illness, or just when things get too busy.