XTIVIA VIRTUAL-DBA SUPPORT COMPARISON

SERVICE AND SUPPORT

Struggling to find, retain, or afford expert database administrators? XTIVIA's Virtual-DBA remote database administration service provides comprehensive, 24/7 expert support, offering significant cost savings (up to 60%) compared to an in-house DBA, while ensuring optimal performance and availability for your critical databases. Whether you decide it's finally time to add a DBA or just need to augment your current DBA staff, the level of service for your monitored databases can be set based on your unique business requirements. Below are examples of typical Virtual-DBA service levels. Virtual-DBA supports Oracle, MySQL, Microsoft SQL Server, IBM DB2 LUW, Informix, MongoDB, PostgreSQL, CockroachDB, Databricks, AWS, and Azure.

Virtual-DBA Remote Database Service Plans

Basic
Complete DBA & Cloud Coverage

Providing 24x7 on-call support, project, consulting, maintenance, management, and administration

- Complete DBA and Cloud Coverage
- Expert Access & Personalized Support
- Primary DBA assigned for each platform
- Comprehensive Platform & Cloud Coverage
- Transparent Management
- Flexible Terms

Premium
Complete DBA and Cloud Coverage PLUS 24x7 Monitoring

Providing 24x7 on-call support, project, consulting, maintenance, management, and administration, PLUS 24x7 Monitoring, Alerting, and Response

- Contains all features of the "Basic Plan"
- 24x7 Monitoring, Alerting, Response & DBA Support
- System resources and availability metrics "System Heartbeat"
- Automated Connectivity Monitoring verified to XTIVIA Virtual-DBA servers
- Flexible Terms

Custom
Support defined by you

Unique business needs?

- Tailored Service Needs
- Define the DBA or App Management services you require
- Flexible Monitoring - Choose your support windows as needed
- Define the roles and responsibilities for your Remote team
- Schedule the DBA monitoring needed for your business
- Flexible Terms

Cost Efficiency: Up to 60% savings vs. full-time DBA.
24x7 Expert Support: Around-the-clock access to certified DBAs across multiple platforms.
Scalability & Flexibility: Pay only for the support you need, easily scale up or down.
Broad Platform Coverage: Expertise in Oracle, SQL Server, MySQL, MongoDB, AWS, Azure, and more.
Reduced Operational Burden: Offload routine tasks and focus on core business.
Proactive Monitoring: Prevent issues before they impact your business (especially for Premium).

Basic

Complete DBA and Cloud Coverage:
Providing 24x7 on-call support, project/consulting, maintenance, management, and administration
- **Expert Access & Personalized Support:**
  - 24x7 access to expert professionals for on-call support, project work, consulting, whatever you need
  - Primary support expert DBA assigned for each supported platform
  - Offload routine database tasks, freeing your team to focus on strategic initiatives
- **Comprehensive Platform & Cloud Coverage:**
  - Combined coverage available across major platforms and clouds, our expert Oracle, Microsoft SQL Server, MySQL, MariaDB, IBM Informix, IBM DB2 LUW, MongoDB, PostgreSQL, Databricks, AWS, and Azure teams are only a phone call away
- **Transparent Management & Flexible Terms:**
  - Secure access to Virtual-DBA Client Web Portal for ticketing and service metrics
  - Customer-defined service support hours per agreement term
  - Client defines and controls the secure connection method to their environment

Premium

Complete DBA and Cloud Coverage + 24x7 Monitoring
Providing 24x7 on-call support, project/consulting, maintenance, management, and administration, **PLUS 24x7 Monitoring**, Alerting, and Response
- Contains **all** features listed under the "Basic" plan
- **+PLUS** 24x7 Monitoring, Alerting, and Response, covering:
  - **System and Connectivity Monitoring:**
    - System heartbeat (up/down)
    - Connectivity verified to the XTIVIA Virtual-DBA monitoring servers
  - **Comprehensive Performance & Resource Monitoring:**
    - Database, Operating System, Cloud Infrastructure, and Application monitoring
    - Wide array of performance and resource metrics
  - **Automated Alerting & Response:**
    - Automatic threshold analysis, triggering alerts, and team response
    - Parsing log files, errors, replication, jobs, and backup monitoring
  - **Flexible & Secure Implementation:**
    - Minimize overhead with secure, customizable monitoring solution
    - Monitor OS hosted or cloud-managed systems

Custom

Support defined by you
Unique business needs?
- **Tailored Service Definition:**
  - Define the DBA, Cloud, or App Management services you require

- ○ Choose your support windows as needed
- ○ Define the roles and responsibilities for your Remote team
- **Flexible Monitoring & Tool Integration:**
  - ○ Schedule the DBA monitoring needed for your business
  - ○ Utilize your current monitoring tools if they conform to our parsing and alerting API
- **Customized Plan Selection:**
  - ○ Choose the features you need from our Basic or Premium Plans, or create something more customized for your business
- **Broad Expert Support:**
  - ○ Get the help you need, when you need it from our expert IBM DB2 LUW, IBM Informix, Microsoft SQL Server, Oracle, MySQL, MariaDB, MongoDB, PostgreSQL, CockroachDB, Databricks, AWS, and Azure teams

XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our clients' specific requirements, regardless of project complexity. Our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com