



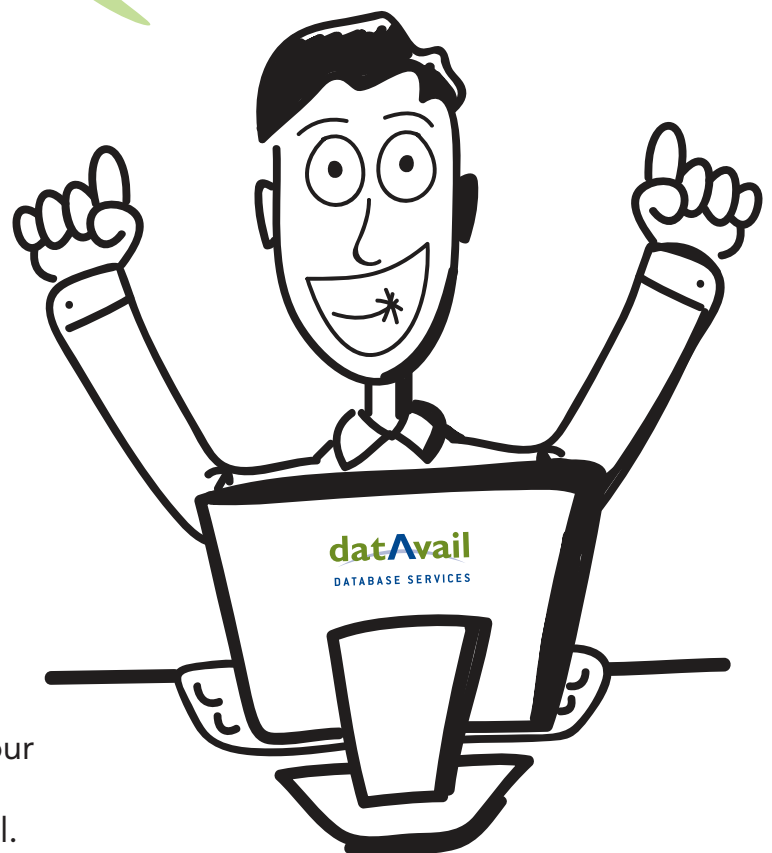
From  
Hell



## DBA Life Changes with Datavail

Too many demands, not enough hours. That's what turns DBA life into DBA Hell.

It's also what makes smart DBAs call Datavail. If you're ready to reclaim your evenings and weekends, sleep through the night and build your career instead of babysitting databases, you're ready for DBA Heaven. You're ready for Datavail.



## Real Support from Real DBAs

What's different about Datavail? We're not like big consulting companies that swoop in to do the fun, strategic work, handing off our recommendations in a binder that will only gather dust on a shelf. We don't create more work for the in-house DBAs. And we don't take jobs away, either.

Datavail augments your team, handling the day-to-day activity so that you can elevate your role from fire fighter to strategic IT professional. With Datavail, you get the roll-up-their-sleeves DBA experts you need so that you can do more important work to benefit your organization and career.

## Keeping systems up and available

Datavail's team will take care of the necessary but sometimes tedious daily tasks as well as the jolt of a server failure or user outcry you hear with sluggish performance. To keep systems running, Datavail's standard services deliver:

- 24 x 7 live DBA support 365 days a year
- Continuous monitoring and troubleshooting on scheduled jobs and backup/recovery activity
- Timely response to incidents, alerts and notifications

Standard engagement services also give you a service delivery manager who will oversee your account. You'll get a monitoring and ticketing system, as well as weekly status, activity, and remediation reports, too. Better yet, you'll be able to tap into the collective experience of Datavail's 400+ DBA professionals.

Even basic service from Datavail lets you step out of reactive mode and elevate your role in the business. You'll gain more opportunity for your own job without working more hours. In fact, you'll probably work fewer hours, because the Datavail team will take those evening and weekend calls you had to handle on your own.

## Aiding you with the extras

Datavail goes beyond the daily needs of system monitoring and incident response, too. Standard Tier II services include patches and bug fixes; database refresh, cloning and cleansing operations, configuration and validation, as well as data, index or disk reorganizations. In addition, the Datavail team can help you with:

- SQL or database instance tuning
- Creating schemas, tables, views and indexes
- Managing schema objects
- Assisting your development team with database needs and requirements

## Enhancing your entire environment

Gain proactive database management expertise with Datavail's standard Tier III services. We'll help your organization optimize your database environment with health checks, root-cause analysis on your most irksome or recurring issues, complex issue resolution and more. The extensive experience and expertise you'll get with Datavail's senior-level database administrators means our resources are experts at analyzing your database environment.

That's why you can dramatically improve system performance and slash the number of critical incidents that arise by having Datavail supply:

- Consulting on architectural approaches
- Assessment and improvement strategies for database security
- Capacity planning
- Development of simple clustering and replication strategies
- Patch management version control
- Strategies to improve CPU and memory utilization, operating system design and performance

Datavail's services are designed to give you basic support plus the escalation pathways you need. We also offer a large variety of add-on services, such as creating and validating a tailored strategy for scalability and load balancing, developing a growth management plan, designing failover and disaster recovery solutions or developing a security strategy.

Advance your organization's capabilities by using Datavail for business intelligence consulting or high-level data modeling and design. Or, use our expert staff for help with report writing, complex automation, ecommerce design support, server consolidation and more.

Datavail's ITIL processes and delivery methodology give you the worry-free support you need to hand off the routine jobs and tough ones too. When you partner with Datavail, you pick the services you need for the main contract, and you can add on additional services as your needs expand. Choose from a menu-based delivery model that puts you in control.

Chances are, you'll get more from your existing database and infrastructure investment without spending a lot more money. You may even save money, especially on recruiting, onboarding and training costs. After all, employee retention will improve when your existing DBA and technical staff quit living in DBA Hell. Doesn't your team deserve DBA Heaven? Get there with Datavail.

## Datavail provides remote DBA services for:



# OUR SERVICES

## **24x7 Monitoring & Incident Management** **"Keep Database Environment Running"**

- Provide 24x7x365 live DBA support
- Implement monitoring and ticketing systems
- Monitor and troubleshoot scheduled jobs
- Monitor and troubleshoot backup / recovery jobs
- Monitor custom events and replication / clustering
- Respond to incidents, alerts, and notifications

## **24x7 DBA Service Requests** **"Perform Tactical Database Tasks upon Request"**

- Perform database patching and/or bug fixes
- Perform database upgrades and migrations
- Perform database refresh / cloning / cleansing
- Perform database install and creation
- Perform database configuration and validation
- Perform data / index / disk re-organizations
- Perform SQL / database / instance tuning
- Optimize CPU and memory utilization
- Execute and verify DDL / DML / scripts
- Create schemas, tables, views, indexes, etc.

## **Proactive and Collaborative DBA Services** **"Improve Database Environment"**

- Assess DB health checks (I/O, queries, indexes, etc.)
- Perform complex issue resolution / correlation
- Perform advanced database and query tuning
- Perform root cause analysis on top / recurring issues
- Perform proactive space / growth management
- Provide issue tracking and communication
- Develop HA / DR and scalability strategies
- Develop backup and recovery improvement strategy
- Develop clustering and replication strategies
- Participate in appropriate client IT meetings
- Serve as escalation for Tier II DBAs
- Advise and consult on architectural approaches
- Provide senior DBA support and collaboration
- Assess / improve database security compliance
- Advise on DB licensing strategies

**Call or Chat Now!**  
**877-634-9222**  
**Datavail.com**