

Technology from  **cleardb**



Services from **datAvail**



Your total solution for  
database in the cloud

## Datavail

- Largest DBA provider in North America: Over 600 DBAs
- Consulting, project, and managed service offerings
- Practices in all major database platforms
- Specialization in migrating to the cloud
- Seamless integration with ClearDB platform

## ClearDB

- 24x7x365 live IT level support
- Access to developer documentation and frequently asked questions
- Roadmap briefings keeping you posted on upcoming releases
- Routine system improvements, enhancements and updates
- Creation and/or modification of DBaaS SKUs

**ORACLE**  
DATABASE

**ORACLE**  
E-BUSINESS SUITE

  
Microsoft  
SQL Server

  
MySQL

 mongoDB

 IBM DB2

 SharePoint

**datAvail**  
DATABASE SERVICES

  
facebook/datavail

  
twitter/datavail

  
linkedin/datavail

11800 Ridge Pkwy., Suite 125, Broomfield, CO 80021  
Phone: 877.634.9222 | Email: info@datavail.com  
Website: www.datavail.com

## Health Check

- Database health assessment against industry best practices
- Survey of 115 database metrics to diagnose database health and performance data.
- Professional review and interpretation of collected data by a senior DBA
- Identification of recommended changes/optimizations, categorized by priority
- Written assessment report summarizing recommended changes/actions
- One hour conference call with DBA to review the report and discuss recommendations

## Migration Support

- Professional DBA service to assist with migration to ClearDB cloud
- Documentation of source database and target platforms
- Design of database features: high availability, disaster recovery, backup schedules, integration points, licensing strategy
- DBA support for data export, validation, and import
- Live cut-over support
- DBA support for application and DR testing
- Establishment of operational procedures: Backup, monitoring, tuning, DR testing

## Managed Services: Keeping you up and running

### DBA managed service packages

- ✓ 24x7 incident support of database environments
- ✓ Installation and support of database monitoring tools/scripts
- ✓ Ingest/triage of alerts from client provided monitoring tools/scripts
- ✓ Typical support packages

### GOLD

- Silver package +
- Named US Primary DBA & US Service Delivery Manager
- Health check performed during on-boarding and ongoing as needed
- Proactive services to reduce incidents and improve database stability
- Weekly technical status meetings w/ Senior DBAs
- Monthly service reporting and planning
- Up to 80 hours per month of DBA capacity

### SILVER

- Bronze package +
- 15 minute response by DBA for critical items
- Named US Primary DBA
- Up to 40 hours per month of DBA support for operational items:
  - Resolving incidents / alerts
  - Changing space allocations
  - Setting up/ adjusting backups
  - Restart services
  - Resolving deadlocks
  - Making database settings / configuration changes
  - Application of patches

### BRONZE

- 24x7 monitoring of database
- Escalation of alerts to client contacts
- Access to 24x7 on-demand DBA team

Please contact us for pricing and package customization at:

**877-634-9222 or  
www.datavail.com**

