

MANAGED DATABASE SERVICES

The availability and performance of your business data is critical to your success. After all, business doesn't wait patiently if data is inaccessible or when an employee is working outside of the core business day.

Whether you don't currently have a DBA or your DBA team is stretched thin trying to juggle daily performance issues while completing business critical tasks, it's time to consider bolstering your IT organization by adding the expertise and bandwidth of an experienced managed services provider.

Ensuring Data Confidence

By including outsourced Database Managed Services in your IT plan, you gain around-the-clock IT services and support for your databases, including:

- Availability management
- Performance management
- Incident and problem resolution
- SLA/OLA compliance
- Upgrades, security and disaster recovery services
- Cloud migration

Database Managed Services providers enhance your team with experts in database management, ensuring there are no gaps in expertise available to address your issues and needs. Database Managed Services can provide your business with the assurance that the data you rely on is always at your fingertips – even when your IT staff is off duty.

World-Class DBA Services

Data Intensity's flexible delivery model can be tailored to meet your requirements, allowing you to scale the services you use dynamically as your needs change. Our experts become an extension of your IT team to ensure your return on investment and plan how best to achieve the near-and long-term goals of your business.

SERVICES INCLUDE:

Continuous Service Assurance (CSA) – Our CSA service provides customers the comfort of knowing that someone is monitoring their critical databases and infrastructure 24x7x365. CSA doesn't stop at monitoring and event management, our immediate response teams cover incident and problem management for any critical issues that could impact availability. Customers also enjoy the benefits of availability, incident, and performance reporting through our industry leading monitoring platform.

ONdemand – Consumed in monthly blocks of hours, Data Intensity's ONdemand service allows our customers to pay for the daily, weekly and monthly DBA routine maintenance tasks they need – when they need it. By combining industry leading service management and a global team of talented DBAs, ONdemand hours can be adjusted to supplement your existing DBA team or manage your database environment entirely.

Fixed Price – With both a la carte and package options, this is the most predictable, budget-friendly service option we have available. Our fixed price offerings provide a predefined scope of services and are designed to smooth your spend over the course of multiple years.

38% of DBAs spend their days on “traditional” DBA tasks; availability, space management, schema changes, database access, performance management, and monitoring.

BASIC PACKAGE

- 24 x 7 Event Management
- Severity 1 System Restore

STANDARD OPERATIONS PACKAGE

- Incident and Problem Management
- Configuration Management
- Standard Operating Procedure Execution
- Backup / Restore Management
- Basic Performance Management
- Health Checks
- Audit Support

CHANGE PACKAGE

- Deployment, Patching, and Cloning
- Release and Lifecycle Management

ADVANCED PACKAGE

- Expert Performance Management
- Capacity Management
- Security Management
- Disaster Recovery Management

BENEFITS INCLUDE:

- Named Technical Account Manager
- Access to our entire team of DBA professionals
- Dedicated Connectivity with DI SecureConnect
- Service Management through ServiceNow Platform
- Weekly, Monthly and Quarterly Performance and Service Reporting

Data Intensity supports over 15,000 databases for 650 customers across the world.

Why Data Intensity

For over 15 years, Data Intensity has helped organizations large and small effectively manage the coverage, capacity and cost challenges that come with properly maintaining their critical database environments.

Data Intensity provides our customers the industry leading service management and reporting tools that are necessary to align the expectations of business users and to help your IT team deliver consistently on service level demands. With easy on-boarding and service transition, your IT team can quickly take advantage of your partnership with Data Intensity.

Data Intensity helps you manage the following database technologies:

STRATEGIC VALUE CREATION				
Data Intensity helps align technology and data to drive value by combining expertise to manage data with the experience to drive actionable insights				
<p>INCREASED MANAGEMENT COVERAGE</p> <p>Data Intensity offers you true 24x7 coverage, with a unique blend of local and global resources.</p> <p><i>IT turnover rate is between 8% and 17% per year, which dramatically impacts your bottom line.</i></p>	<p>LOWER COSTS</p> <p>Data Intensity’s process-based model breaks the traditional constraints of paying for expensive, full-time specialization.</p> <p><i>The cost of unplanned data center outage is more than \$7,700 per minute. And with an average unplanned outage lasting 95 minutes - the cost for companies can exceed \$731,500.</i></p>	<p>EXPANDED CAPACITY & FLEXIBILITY</p> <p>Data Intensity enables you to scale your infrastructure, support and resources based on what you need, when you need it and how you consume it.</p> <p><i>38% of DBAs spend their days on “traditional” DBA tasks; availability, space management, schema changes, database access, performance management, and monitoring.</i></p>		
				
Oracle	SQL Server	MySQL	PostgreSQL	Legacy & NoSQL
<ul style="list-style-type: none"> • 8i to 12c • Real Application Clusters • Multitenant • Security (DP Vault) • Data Guard • Engineered Systems • Oracle PaaS 	<ul style="list-style-type: none"> • 2000 to 2016 • Always On Availability • Encryption • SSAS/SSRS/SSIS • Security • Change Data Capture • Azure 	<ul style="list-style-type: none"> • Oracle, MariaDB • Cluster • Enterprise Monitor • Enterprise Backup • Enterprise Security • Enterprise Audit • Migrations 	<ul style="list-style-type: none"> • Community Edition, EDB Postgres Plus Advanced Server • High Availability • NoSQL • EDB Database Compatibility for Oracle 	<ul style="list-style-type: none"> • MongoDB • Cassandra • DB2 • UDB • Sybase

About Data Intensity

Data Intensity is the leading independent provider of managed and cloud consulting services for enterprise databases, applications, business intelligence solutions and analytics. The company combines best-of-category technology, world-class services, a flexible business model, and deep-rooted expertise gained from hundreds of successful deployments. Our mission is to cost-effectively support the full scope of a customer’s enterprise data lifecycle. [Contact us](#) for more information. Copyright © 2016 Data Intensity, LLC. All Rights Reserved.