

# Managed Database Services

## Industry Facts

- IT turnover rate is between 8% and 17% per year, which dramatically impacts your bottom line.
- 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.
- 38% of DBAs spend their days on "traditional" DBA tasks; availability, space management, schema changes, database access, performance management, and monitoring.

## Benefits

- Named Service Manager
- Access to Our Entire Team of DBA Professionals
- Dedicated Connectivity with DI SecureConnect
- Service Management Through ServiceNow Platform
- Monthly, and Quarterly Performance and Service Reporting

 **2100+**  
Oracle Staff  
Certifications

 **22+**  
Oracle Specializations

 **200+**  
Cloud Migrations  
Completed

 **650+**  
Customers



## DB Management Challenges

The availability and performance of your mission-critical data is essential to your business processes. Without proper DBA coverage and capacity to ensure your critical database systems are aligned with the speed of business, your ability to grow and expand are completely stifled. Finding the time and resources to balance day-to-day administrative activities with implementing new cutting edge projects is a critical factor responsible for slowing the pace of growing your business. Additionally, in the digital economy of ubiquitous DB platforms and deployment models, how are you able to ensure the right platform choice matched to you business process needs? How are you preparing for the shift from Database Administrator (DBA) to Database Engineer (DBE)? It's time to leverage the expertise and bandwidth of an experienced Managed Services Provider to drive down costs, expand capacity and capability across any platform, on-prem or cloud-based.



## How We Help

Ensuring maximum cost efficiency, capability, capacity and coverage to manage your critical Database services, Data Intensity enables you to focus on growing your business and strategic initiatives to include:

- Availability Management
- Performance Management
- Incident and Problem Resolution
- SLA/OLA Compliance
- Upgrades, Security, and Disaster Recovery Services

In addition to providing world-class managed DB services at scale, Data Intensity also provides Architectural Design Workshops designed to help customer quickly sort through the proper cloud platforms mapped to their business processes and DB management needs when considering new cloud options. Our services include response time SLA's based on IT Service Management Integration with Data Intensity's Service Management Platform.



## Managed Database 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.

### 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 reporting on availability, incident, and performance through our industry leading monitoring platform, Fusion DBA combined with our global technical support teams.

## About Data Intensity

- + 24x7 Global Support Model
- + ITIL-Compliant Service Management Platform
- + Named & Dedicated Support Models
- + Customer Success Manager
- + Comprehensive, Full-Stack Support Services
- + Design-Implement-Support Methodology



## Pro Services Engagements

- + System Configuration Audit
- + Baseline Security Assessment
- + DB Upgrade Services
- + Performance Health-check Assessment
- + Precision Architecture Design Services
- + Cloud Migrations Services
- + Database Integration Services

## 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 adjust-ed to supplement your existing DBA team or manage your database environment entirely.

## Fixed Project Scope

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.

## Why Data Intensity?

### Strategic Value Creation

#### Increased Management Coverage

Data Intensity offers you true 24x7 coverage, with a unique blend of local and global resources.

#### Lower Costs

Data Intensity's process-based model breaks the traditional constraints of paying for expensive, full-time specialization.

#### Expanded Capacity & Flexibility

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.

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:

