

DATABASE MANAGEMENT

STRENGTHENING MANAGED SERVICES CAPABILITIES.

NODE4'S DATABASE MANAGEMENT SERVICE LETS YOU TAP INTO THE POWER OF A TEAM OF EXPERIENCED DBAS AND NEXT GENERATION TOOLS, ALLOWING YOU TO MEET YOUR STRATEGIC BUSINESS GOALS WITHOUT THE FRUSTRATION, COST AND TIME OF MANAGING THE DAY-TO-DAY DATABASE MAINTENANCE YOURSELF.

Operating on a 24/7/365 basis, our multi-vendor DBA team is aligned to your business, ensuring your databases remain healthy, available and fully optimised.


WHY DO OUR CUSTOMERS RELY ON OUR DATABASE MANAGED SERVICES?

The availability and performance of a database is intrinsically linked to the applications used by employees and customers. Choosing to outsource the day-to-day management and maintenance of your database to a specialist such as Node4 provides clear benefits not only in reduced risks and costs, but also in improving agility and overall quality of service.

WHAT TECHNOLOGIES DO WE SUPPORT?



KEY BENEFITS

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COST
 Node4 DBA services are typically 25% of the cost of recruiting internal database administration skills.
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SLA ASSURANCE
 Our intelligent monitoring and ISO27001 processes provide assured SLA management.
- 
ACCESS TO EXPERTS
 Our UK-based DBA team support multiple technologies & versions within environments of all shapes and sizes.
- 
RECRUITMENT PAINS
 DBAs are expensive and difficult to retain - we remove this headache.
- 
CUSTOMER FOCUS
 We manage your database, leaving you to focus on your business' priorities.

BUILDING A DATABASE STRATEGY

The role of a DBA is one of the most demanding in IT. The database is the heart of the company's biggest asset (its data) and it drives the performance of critical applications. The key tasks handled by a DBA involve database design, performance management, database availability, security and backups.

The larger, more critical and complex the environment, the more compelling Node4's Database Managed Service becomes.

Our Database Management solution takes you on a journey that starts with optimising and improving your current database investment. We listen to your needs and then we build a strategy together.

THE DATABASE EXPERTS - WHAT MAKES NODE4 DIFFERENT?

OUR PEOPLE

Employing some of the UK's most talented database consultants, our organisation thrives thanks to outstanding talent. Node4's backbone is made up of an experienced management team that have worked together for 20+ years delivering database services.

PASSIONATE ABOUT DEVOPS

Working extensively with API's and Cloud platforms, DevOps is a key part of our ethos. This provides you with a responsive service and reduces the risk of human error.

AGILE FLEXIBILITY

We appreciate our customers work in a more iterative environment and need real flexibility. As a result, we provide 30-day contracts and are committed to integrating with your team and processes.

OUTCOME BASED SERVICES

Pay for results. All our services are focused on providing mutual outcomes to our clients. Our unique service structure means what you pay is dictated by how good our results are.

CLOUD EXPERIENCE

Since 2008, our team has worked with some of Europe's largest cloud deployments. We understand the challenges and opportunities that can make or break the success of your project.

EMERGING TECHNOLOGY FOCUS

We understand that you require the right tool for the right job. One of our core values is to consistently review new database technologies, ensuring we can provide the best possible advice.

WHAT'S INCLUDED WITHIN THE DATABASE MANAGED SERVICES?

Service Feature

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| Support Hours | 24x7x365 |
| Severity One Response Time | 30 Mins |
| Customer On-Boarding |  |
| 24x7x365 Help Desk - Event & Incident Management |  |
| Request Fulfilment |  |
| Proactive Monitoring |  |
| Performance Tuning |  |
| DB Backup Management |  |
| Patch Management |  |
| Disaster Recovery Test Support |  |