NODE4

Data Support Services
Databases

Our Database Support Service enables our clients to access deep DBA expertise within a flexible support model tailored to the systems criticality, while significantly reducing operational costs.

We know what it takes to keep your databases healthy and optimised. Node4's Database Support Service is designed for clients who require peace of mind when managing their database environment.

Our service allows you to leverage the expertise of a team of experienced DBAs and next generation tools, enabling you to meet your strategic business goals without the frustration, cost, and operational overhead of managing the systems yourself.

Our three-tier support model enables you choose the most appropriate level of support for each database environment, ensuring the optimal level of support is in place for all workloads.

Environment On-Boarding

Key to the success of a managed service is getting the on-boarding right. Through decades of experience, we have honed our familiarisation and remediation processes to the nth degree to ensure your databases will be fully optimised from the outset and Service Level Agreements (SLAs) can be managed effectively from the day one of delivery.

Multi-Vendor Databases

We're experts in the following database technologies:

- SQL Server
- Oracle
- MySQL
- Couchbase

Maintained

- Environment On-Boarding
- Incident and Event Management as per agreed hours of SLA
- Request fulfilment
- Backup and recovery management

Monitored
All the benefits of Maintained plus:

- Database availability and performance monitoring
- Back-up monitoring
- Troubleshooting to identify the potential cause of performance issues for Databases

Managed
All the benefits of Monitored plus:

- Back-up monitoring and remediation
- Performance troubleshooting and tuning for Databases- Identification and remediation on a best endeavours basis
- Patch management
- Monthly health-check reports for agreed

Building a Database Strategy

The Node4 Database Support Service takes you on a journey that starts with optimising the improving your investment in Database technologies.

Key benefits include:

Cost: The Node4 DBA services typically equate to 25% of recruiting internal DBA expertise

SLA Assurance: Our intelligent monitoring and deep DBA expertise provides assured SLA management

Access To Experts: Our UK based DBA team support multiple technologies and versions within environments of all shades and sizes

Recruitment Pains: Good DBAs are hard to find and retain, we remove this operational headache

Client Focus: When we take-on database management, our clients are freed-up to focus on their business specific work

Node4 Capabilities

Node4 is a managed services specialist working in partnership with mid-market and public sector clients to offer a comprehensive suite of services ranging from Connectivity, Infrastructure, Data and AI, Modern Work, Security and Application Innovation. Node4 deliver Consulting services for best practice implementations through to 24*7 Managed Services for ongoing operational support and system optimisation. This combination of services enables our clients to derive maximum long-term value from their technology investments.

As a leading Microsoft Partner, our credentials include being an Expert MSP, being part of Microsoft's Inner Circle and being an accredited Solutions Partner for all key technology areas.