



# Data Support Services

## Services Overview

Node4 Data Support Services offer flexible service levels for managing Databases, Data Platforms (Datawarehouses) and Data Analytics environments. With the ability to select the most appropriate service level for the required system, our clients have confidence that their data environments are fully managed regardless of support hours or internal technical expertise.

This service alleviates pressure on internal technical teams allowing clients to focus on the most important business generative activities.

If hiring and retaining in-house skills is challenging, Node4's network, infrastructure and application support services ensure everyday management is secure and systems are optimised, whether in private infrastructure or public cloud.

### Support Levels - Maintained, Monitored, & Managed

The Node4 Data Support Services are offered to deliver 3 outcomes:

#### Maintained

Node4 will be available on a business hours basis for reactive assistance in the event of an issue with your data environment. We will work with you to resolve the incident and advise as to the resolution and root cause of the issue as necessary.

Suitable for non-critical systems or as an escalation route to support internal technical teams.

#### Monitored

Building on the support we offer in 'Maintained', this level includes 24\*7 monitoring of events and alerts from your data environment.

Selecting the right support level for your needs. Our support package can be used to support the following database technologies:

- SQL Server
- Oracle
- MySQL
- Couchbase

The following data analytic environments are supported:

- Fabric Free Account
- Power BI Pro Users
- Power BI Premium Per User (PPU)
- Microsoft Fabric Power BI Premium Per Capacity SKUs
- Microsoft Fabric Capacity Reservation Units

Suitable for more critical environments with responses to issues quickly and on a continuous basis, typically then advising an internal technical team when an incident arises.

#### Managed

Access 24\*7 monitoring, incident management and environment tuning. When an incident is identified, Node4 will advise the client and resolve the issue within a strict SLA. 'Managed' also includes database tuning, remediation where possible and monthly health-check reports for key databases. This level effectively provides a fully managed DBA-as-a-Service model, ensuring best practice management on a constant basis for availability and performance optimisation.

## End to End Service Management

Where Node4 manage the end-to-end data environment and its infrastructure, we can ensure higher service availability. Proactive monitoring allows our skilled support and data analysts to diagnose and address root causes of issues across multiple complex data environments. So, no matter where the fault lies, we can minimise the impacting on your business, and when problems occur bring services back on-line sooner, keeping your business in business.

## 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.

