

# Actian Professional Services

## Remote Database Administration

### Protect your business

#### The importance of effective database management

A relational database is one of the many complex components within your enterprise infrastructure. Typically, it underpins mission critical business applications, meaning optimal configuration and tuning of the database is paramount to ensuring your Service Level Agreement with the business is achieved.

Effective Database Administration requires substantial experience; each installation is unique and must be configured to meet the objectives of the business. This can only be achieved when the Database Administrator has a broad range of experience and has built up a detailed knowledge of the many factors influencing the performance of the database technology.

Traditionally access to highly skilled and experienced Database Administrators is expensive or scarce to find. The Remote Database Administration Service delivered by Actian Managed Services is different. As the name suggests it is a remote service delivered by highly experienced Actian Database specialists. Over many years, the Managed Services team have developed a suite of utilities which enable them to provide cost-effective semi-automated management of the database whilst still considering the individual requirements of each installation. The service delivers the following benefits to your organisation:

#### Key Benefits

- Reduced costs
- Tailored service
- Greater stability
- Reduced downtime
- Better performance
- Faster issue resolution
- Best practice adoption
- Proven monitoring and DBA toolset
- Close vendor relationship
- Exploit latest product Database internals

#### Key Benefits

- Highly skilled Consultants managing the database Environment
- Access to worldwide Actian resource pool
- Fast track to Actian engineering
- No reliance on contractor resource
- Cover provided for annual leave and unplanned absence
- Deal directly with software vendor

#### Cost Management

- Reduce and control operating costs
- Free internal resources for other purposes
- Remove the need to train inhouse resources
- Fully inclusive service, no hidden extras
- Helps you achieve SLA's

#### Stability

- Use of enterprise monitoring and alerting appliance (EMA)
- Use of proven toolsets
- Maintain optimal configuration
- Ongoing performance tuning
- Out-of-hours and on-site support included
- Use of proven best practices
- Proactive problem Management

## Tailor your service to suit your requirements

The following activities are typically included within the scope of the rDBA service; however, each engagement is tailored to suit your requirements:

- Team of experienced DBA's
- 24x7 on-call rota
- Rapid incident response
- Installation of the Actian Database software
- Installation of patches and service packs
- Assistance with upgrades and migrations
- Test case and resolution management
- Integration or provision of enterprise monitoring and alerting appliance (EMA)
- Automation and validation of backups and recovery processes (DBA toolset)
- Automation and validation of database maintenance and housekeeping (DBA toolset)
- Database restores between servers (DBA toolset)
- Advice and guidance
- Configuration and tuning
- Scheduled database restarts as required
- Planned on-site work
- Planned out-of-hours work
- Disaster Recovery and High Availability assistance
- Annual health checks

## The Managed Services team

Actian Managed Services has been providing a wide range of consultancy and subscription services to support and enhance mission critical IT systems for over 10 years. The team comprises highly experienced Database specialists who are the industry experts with an average of 10-15 years of experience in a broad range of business areas.

## About Actian

Actian makes data easy. We deliver cloud, hybrid and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: [www.actian.com](http://www.actian.com)

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