



Managed Database

HOSTING Managed Database Services provide expert database administration and consulting for Microsoft SQL Server, Oracle and MySQL.



EXPLORER

Explorer includes all of the administrative functions fundamentals necessary to sustain your database on a fundamental level, including basic monitoring and alerting.



VOYAGER

Voyager takes the safety and security of your database to the next level by including all of the components of Explorer, plus ongoing patch management, database management, maintenance and full metrics and reporting.



PIONEER

Pioneer is our most advanced database offering – database nirvana, if you will. It includes all of the components of Explorer and Voyager listed above plus customized maintenance plans, and advanced performance tuning and cluster and replication management.



On the following pages are the individual components included in each service level (marked with the appropriate icons).

Database Monitoring & Alerting

HOSTING monitors the client database environment for key database health attributes, including availability, system resource usage, alert/error logs, maintenance jobs and backups. Customers who elect to contract for premier services also enjoy performance, partitions, high-availability, replication and cluster monitoring.

Database Metrics & Reporting

Capacity Planning Report

This report provides an overview of the utilization capacity for a customer's devices and databases. It identifies devices and databases approaching utilization limits.

Notification Summary Report

This report provides information on notifications by customer, method and profile for a specified period.

Technical Summary Report

This report provides a summary of the utilization of CPU, disk, memory and services. It also provides details on availability, notifications and traffic.

Utilization Comparison Report

This report shows the utilization of selected devices for a specified period and compares it against the historical usage over three, six or 12 months.

Service Metrics Report

This report is a detailed graph of the key database metrics on HOSTING monitors over time. This helps to identify anomalies and patterns on monitored services.

Database Patching

HOSTING service offerings ensure that essential database patches are applied. The HOSTING database patch management process includes investigating, testing, scheduling, applying and documenting patches based on customer approval.

Database In-place Upgrades

"dot" Release/Service Packs

HOSTING database experts upgrade databases whenever an applicable "dot" Release or Service Pack update is put into the market.

Major Upgrades

Many customers contract with HOSTING to provide major upgrades to their instances of SQL Server, Oracle and MySQL. It is important to note that HOSTING only provides upgrades of one version jump at a time.



Backup & Recovery

Backup & Recovery

HOSTING Backup & Recovery services include all the solutions necessary to maintain operations even in the event of catastrophe. Services include emergency database recovery and restoration and the setup of a standard backup solution.

Database Refreshes

HOSTING will perform full database refreshes and partial/object refreshes.

Storage Management

The Storage Management service offering from HOSTING includes disk space cleanup, disk layout and management and the creation and reallocation of database files.

Database Management

Database Management from HOSTING includes the running or deployment of customer-designed scripts and partition maintenance within SQL Server, Oracle and/or MySQL databases.

User Management & Security

Critical to database security and compliance, HOSTING provides the management of users, roles, profiles, user groups and schema security.

Maintenance Plans

Standard Maintenance Plans

HOSTING reviews existing maintenance plans and creates standard maintenance plans.

Customized Maintenance Plans

Customer-specific maintenance plans are created based on customer requirements.

Database Performance Tuning

Rebuilding Indexes

The experts at HOSTING ensure customer databases are properly tuned for optimal performance by rebuilding indexes.

Performance Tuning

Customers who require high levels of performance choose to have their database assessed initially and then every quarter by our team. In addition, we configure database instances and tuning parameters, review fragmentation, investigate deadlocks, identify performance bottlenecks and tables with no indexes, investigate long-running transactions and identify problematic SQL.

Database Cluster & Replication Management

Customers who elect for HOSTING to manage their database clusters and replication can depend on us for cluster maintenance, architectural reviews, performance reviews and failover reviews. We also administer, maintain and secure replication.