

PROACT



Support and Management for Database

Support, monitoring and management for
your Oracle and SQL databases

Optimal performance from your database applications

Support and Management for Database is designed to help you get peak performance from your databases. With support, monitoring and comprehensive management, you can be reassured that your databases are finely tuned and capable of supporting your business functions.

For your complete peace of mind, Proact can monitor your databases 24x7, detecting problems as early as possible to minimise the risk of unplanned downtime.

Proact acts in accordance with response times that suit your needs, not ours, ensuring that your organisation can meet the stringent availability demands of today's business landscape.

Our team of database, Oracle and SQL experts have an advanced understanding of this technology and can provide in-depth management of your databases, freeing up your IT team to focus on strategic projects. Take advantage of this service

that not only relieves you of the pain of adding to your IT team, but also allows you to control resource costs.

Reasons you need Support and Management for Database



Skills gap – access to high quality database specialist skills



Optimise license and support costs



Necessity for large changes in your database environment



To optimise your infrastructure usage



Holistic view of whole stack needed – better usage of database platform



Predictable service levels and costs, better insight into platform investments



Requirement for actionable insights into trends and future needs

“E-business is running 24x7, therefore service availability is a key factor for us. It is important that our partners are competent and willing to work with us on new development projects.”

Hele Hammer
CEO, Telema

What is Support and Management for Database?

ITIL-based, remote monitoring and management service for your Oracle and SQL databases

Support and Management for Database is a remote service where Proact looks after your databases. This service allows your staff to step away from daily operational database tasks as Proact will become a virtual member of your team, delivering database services 24x7 so you don't have to.

This cost effective solution provides remote management of your databases, located at your site or within a public cloud provider's data centre. Proact can monitor your systems around the clock, taking appropriate action if an issue occurs. This allows your team to keep its attention on your business-critical projects.

In the event of an incident, Proact will act as a single point of contact and will work strenuously until problems are resolved.

Our team of Oracle and SQL experts will ensure that your databases are functioning as well as possible and will monitor all routine items within your databases such as database files, database instances, redo logs and indexing.

Using information collated from our monitoring, we will conduct thorough analysis of your databases and suggest improvements to ensure optimal performance.

To make sure you're getting the most out of your technology, Proact will update software and firmware in accordance with the latest updates, while also modifying database configurations around your requirements.

Proact provides transparent reporting on usage and billing so you can easily manage your IT costs. Due to pre-agreed SLAs, and with Proact's frequent service review reports, you can feel at ease that the management of your databases is under control allowing your team to truly focus on innovating your IT.

Package offerings

Support and Management for Database is available in two offerings based on Oracle or Microsoft SQL technology, which provide different levels of engagement dependent on your needs:

Premium Support+

This option is suitable if you require comprehensive monitoring of your systems, and assistance with incident and problem resolution.

Proact will alert you as soon as there is a problem, and our industry leading experts will be one hand 24x7 to help you to quickly diagnose and resolve the issue. This allows your IT staff to step back from their daily operational tasks, providing you more time to administer and deliver projects. Premium Support+ is best suited to IT departments who have administrators that like to focus on management, not incident and problem resolution. It is also ideal for organisations who require a 24x7 service, but do not have the resource available to deliver an around-the-clock service.

Service Management

Proact's Service Management uplifts Premium Support+ to provide full management and monitoring of your database systems on a 24x7 basis. This offering covers a full range of ITIL components including incident/problem management, capacity, release and change management, and reports and alerts. By opting for Service Management you can free-up the time of your database administrators, allowing them to focus on projects that can deliver real value to your business.

Choose a package to suit your needs

ITIL stages	ITIL processes	Support/Management item	Premium Support+	Service Management
Service strategy	Financial management	Usage reporting and billing	✓	✓
	Service transition	Service asset and configuration management	Configuration management database	✓
Configuration/design documentation updates			-	✓
Change management		Modify database configuration upon request	-	✓
		Change management recording portal	-	✓
Release and deployment management		Upgrade of software/firmware	-	✓
Service operations		Event management	Near real-time device monitoring	✓
	Alert notification via email		✓	✓
	Incident management	Fault coordination for pre-agreed high priority alerts	✓	✓
		Incident assistance via manual request (email or phone)	✓	✓
		Multiple vendor coordination	✓	✓
	Service operations		Incident resolution via automated alert or manual request	-
Problem management		Incident trend analysis	-	✓
IT service continuity management		System contingency testing	-	✓
Knowledge management		Knowledge database	-	✓
7 step improvement process		Reporting and recommendations	-	✓
	Service reporting	Incident and change statistics reports	✓	✓
	Service measurement	Response time/SLA monitoring and reporting	✓	✓

Key benefits of Support and Management for Database



Flexible cost model

Take control of your IT spend - pay monthly, and scale the service up or down when you need to.



Industry recognised security accreditations

Proact is ISO27001 certified so you can trust that your data is secure.



Free up time

Let your IT staff step away from day-to-day tasks and focus on projects that can add real value to your business.



ITIL service packages

ITIL-based support service giving you peace of mind.



24x7 service

Avoid problems before they arise with our 24x7 monitoring and management, underpinned by our contractual SLAs.



Access to our customer portal

Enterprise-class monitoring, alerting and reporting.



Resource efficiency

No need to keep seldomly used resources, helping you keep control of total costs.



Up-to-date environment

With regular patching, upgrades and monitoring, you will get the most out of Oracle or SQLs technology.

Customise your package

After you have chosen between our Premium Support+ or Service Management packages, you can tailor each offering around your requirements. As standard, Proact will deliver a base feature set, which covers mandatory database tasks.

From here you can select from our other feature sets, customising your service in accordance with your configurations.

Service class

Choose a service class that satisfies your unique business requirements. For businesses that require around the clock continuity of service, choose 24x7 for complete peace of mind. For businesses with fixed hours of operations, opt for our normal business hours service.

Feature sets

By selecting from our feature sets, you can determine what Proact will manage and which incidents you would like our team to respond to.

- **Data Protection** – be confident that your database is secure with this feature set. Data Protection is suitable if your database is replicated using database replication (including use of Oracle Data Guard), or if you use any other form of data native replication method (such as logshipping, materialised views or streams).
- **High-Availability** – ensure the highest database availability standards and overcome the limitations of traditional approaches with High Availability. Working in correlation with clustering, SQL Always-on and Oracle Real Application Cluster (RAC), this feature set removes single points of failure (such as one database server), allowing you to process database workloads in the event of server failures.
- **Oracle Automated Storage Management** – do you use an ASM file system to store database data? Oracle Automated Storage Management will help you reduce administrative overheads for managing database storage and is required if you use an ASM file system to store your database data.
- **Oracle Management** – if your organisation uses a centralised management software, like Grid Store, Oracle Management allows us to look after your Oracle databases, from small single deployment environments to large multi-scale infrastructures. Oracle Management can also be used with any database management tools, which are used to administer your environment. Let Proact become a virtual member of your team: freeing-up your time and simplifying the management of your databases.

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and secure IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency. We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud.

We employ over 800 people in 15 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

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Proact IT Group AB | Box 1205 | SE-164 28 Kista | +46 8 410 666 00 | www.proact.eu