

Service and Support

The Virtual-DBA service is designed to be customizable, so you pay only for the support or service your business needs. With Virtual-DBA you pay a monthly service fee based on the coverage level you require. On average, this should cost you 60% to 75% less than the cost of a fully loaded DBA. Whether you decide it's finally time to find a DBA or just need to augment your current DBA staff, the level of service for your monitored databases can be set based upon your unique business requirements. Below are *examples* of typical Virtual-DBA service levels.

Features	Bronze	Silver	Gold	Platinum
	24x7 Support Only	Business Hours Monitoring & Support	24x7 Support & Business Hours Monitoring	24x7 Monitoring & Support
System Status Monitoring (Up/Down)	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Collect Performance and Resource Metrics	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Automatic Threshold Comparison of Collected Metrics	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Notification When Potential System Availability Issue Discovered	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Notification When Potential System Performance Issue Discovered	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Notification When Potential System Resource Issue Discovered	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Scan System Log Files Daily	No	Yes	Yes	Yes
Verify Completion of BACKups (as indicated in log files)	No	Yes	Yes	Yes
24x7 Access to DBA Professionals	Yes	No - Only 8:30AM to 5:30PM	Yes 24x7	Yes 24x7
DBA Professionals Observing Your System Daily	No	Yes 8:30AM to 5:30PM	Yes 8:30AM to 5:30PM	Yes 24x7
Weekly/Monthly Reports on Case Activity and System Resources	No	Yes	Yes	Yes
Access to Virtual-DBA Client Web Portal Case Tracking	Yes	Yes	Yes	Yes
Access to Virtual-DBA Client Web Portal for Metrics Reports	No	Yes	Yes	Yes
Weekly/Monthly Status Phone Call with your DBA Support Professional	No	Yes	Yes	Yes
System Support Hr. Included with Service Monthly Per Supported Instance	2 Hours	4 Hours	6 Hours	8 Hours
One Time On-Site Installation and Performance, Environment and Business Policy Review	Yes	Yes	Yes	Yes



For more information on how Xtivia's Virtual-DBA service can help your organization, please contact an office near you or visit either one of our web sites, www.Virtual-DBA.com or www.Xtivia.com.

New York New Jersey Texas Colorado 888-685-3101 option 2

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www.Xtivia.com