

XTIVIA VIRTUAL-DBA SUPPORT COMPARISON



SERVICE AND SUPPORT

The Virtual-DBA remote database administration service is designed to be customizable, so you pay only for the support or service your business needs. With Virtual-DBA, you'll pay a monthly service fee based on the coverage level you require, with savings of up to 60% over the cost of a fully-loaded DBA. Whether you decide it's finally time to add 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. Virtual-DBA has support for Oracle, MySQL, Microsoft SQL Server, IBM DB2 LUW, Informix, MongoDB, and PostgreSQL.



Basic 24x7 On-call Support	Premium 24x7 Monitoring & Support	Custom Support defined by you
Need expert or additional resources?	Want expert attention 24x7?	Unique business needs?
<ul style="list-style-type: none"> • 24x7 on-call access to DBA support professionals • Virtual-DBA Client Web Portal for case tracking • Primary DBA assigned for each supported platform • Customer defined service support hours per agreement term • Covering all major platforms, our expert Oracle, Microsoft SQL Server, MySQL, IBM Informix, IBM DB2 LUW, MongoDB and PostgreSQL teams are only a phone call away 	<ul style="list-style-type: none"> • Contains all features of the "Basic Plan" • 24x7 DBA Support & Monitoring • Primary DBA assigned for each supported platform • Access to your DBA support professionals • Daily system log files review • Verification of backups • Access to Virtual-DBA Client Portal for metrics reports • System status monitoring, including: <ul style="list-style-type: none"> • System heartbeat (up/down) • Connectivity verified to XTIVIA Virtual-DBA servers <ul style="list-style-type: none"> • Performance and resource metrics collection • Automatic threshold comparison of collected metrics • Notification/response when a potential system availability issue is discovered • Notification/response when a potential system performance issue is discovered • Notification/response when a potential system resource issue is discovered (disk/memory/CPU) 	<ul style="list-style-type: none"> • Select the services you require during and outside of regular business hours • Utilize your current monitoring tools if they conform to our alerting API • Get the help you need, when you need it from our expert IBM DB2 LUW, IBM Informix, Microsoft SQL Server, Oracle, MySQL, MongoDB or PostgreSQL teams • Choose the features you need from our Basic or Premium Plans, or create something more customized for your business

Managing Your Databases While you manage your business.



US-based Since 1999 Providing Database Managed Services and more, with onshore and offshore options.



Dedicated Certified DBAs 24x7 support, with an average of 15+ years of experience.



Flexible Contract Terms Full-time 24x7 on-call to on-demand DBA Services