POSITIVE RETURN FROM YOUR DATABASE INVESTMENT
VIRTUAL-DBA, XTIVIA's REMOTE DBA SERVICE

No matter the size of your company, a database is the heart of your information systems. And your information systems are the heart of your business. To keep your information systems humming along, your Database Administrator (DBA) must be an expert in database configuration, maintenance, upgrades, performance optimization, and troubleshooting. Additionally since problems never occur on schedule, your internal DBA or team of DBAs must be on-call 24 hours a day, 7 days a week. And you probably don't even want to think about your DBA taking time away from the office for training or a vacation.

Most days—when systems are running smoothly—your DBA is underutilized. Rather than interacting with data architects, application architects, and end users, your DBA performs repetitive tasks including checking logs, adding space, applying patches, performing upgrades, and installing agents. Most DBAs would prefer focusing on more challenging strategic, enterprise specific projects. But the reality is, most spend their days performing low-level administrative work including monitoring performance, validating the backup and recovery process, following change management procedures, and addressing mundane requests from applications developers, O/S administrators, and end users.

While these routine tasks are critical to the infrastructure of your information systems and someone must perform them, they rarely relate directly to a company's core revenue-generating competencies. The irony is that while DBAs are invaluable assets to an organization's IT support team, the Return on Investment (ROI) of relying exclusively on internal DBAs is often poor.

Like many companies, yours is faced with the following challenges:

- Who has time to monitor and boost database performance?
- Who gets the mundane task of gathering and analyzing statistics?
- How does my DBA take time for training or a vacation?
- Who knows my system and can advise me?
- How do I get help for my DBA when I can't afford to hire anyone else?
- What do I do if I can't afford a full-time DBA?
- How do I provide adequate 24x7 coverage with my current staff?
- How do I get the expertise I need across multiple database platforms cost-effectively?
- Who can cost-effectively monitor and maintain my database systems?

XTIVIA's VIRTUAL-DBA OFFERS SOLUTIONS

XTIVIA's Virtual-DBA provides a cost-effective solution to meet the day-to-day challenges of availability, performance, support, and administration of your critical business information systems.

We accomplish this through a comprehensive Remote DBA service including remote monitoring and the dedicated services of our experienced Virtual-DBA engineers. Our service is designed specifically to meet the Informix®, IBM® DB2® LUW, Oracle®, MySQL™, PostgreSQL®, MongoDB®, and Microsoft® SQL Server® database administration, maintenance, monitoring, management, development, support, and consulting needs of our clients.

Our Virtual-DBA Service can be customized to fit your business and budget, whether it is supplementing your current DBA staff or managing all of your database administration needs. Virtual-DBA remotely monitors critical Informix, DB2 LUW, Oracle, MySQL, PostgreSQL, MongoDB, and SQL Server database operational statistics on a daily basis. Our staff DBAs respond when they see a problem and we are always just a phone call away when you need us.

KEY FEATURES

SERVICE AND SUPPORT LEVELS

Basic Service
24x7 On-call support

Premium Service
24x7 Monitoring and Support

Custom Service
Support defined by you

ADDED VALUE: REALIZING ROI THROUGH VIRTUAL-DBA

DATABASE TECHNOLOGY OWNERSHIP IS EXPENSIVE

Businesses depend on information technology for core operations. The inability to access a critical information system can be costly. Maintaining a resident database administrator to care for these information systems is also expensive, especially when expertise in multiple database technologies is desired.

Most owners of business information systems are proficient with the configuration and use of their applications. However, they are typically less experienced with the details of troubleshooting, tuning, optimizing and the ongoing maintenance of modern relational database technology. These tasks are often relegated to highly paid outside consultants.

There are only so many hours in the day. Your staff may neglect performance tuning and system resource allocation analysis to address other critical business priority issues. Under these circumstances, IT staff members who are responsible for the management and administration of the database system can't develop skills in the narrow field of platform optimization and proactive database management and administration they may need. Off-the-shelf monitoring software packages are available, but they come with software costs as well as potential training, maintenance and upgrade costs. It makes real business sense to leverage a remote service that will maintain and utilize its own tools to monitor your environment.

The XTIVIA Virtual-DBA staff is available for all of your database-related consulting (outsourcing) needs. Our Virtual-DBA staff is part of the same experienced team that responds to the challenges faced by our standard consulting clients. The Professional Services group of XTIVIA backs the Virtual-DBA service, so that far more than your database needs are covered. You also have access to specialists in the areas of Database, Data Warehousing, Mainframe, Business Intelligence, EBusiness, Portal, Staffing, Consulting Services, CRM and more.

POSITIVE RETURN FROM YOUR DATABASE INVESTMENT
VIRTUAL-DBA, XTIVIA's REMOTE DBA SERVICE

ADDED VALUE: REALIZING ROI THROUGH VIRTUAL-DBA (CONTINUED)

PROACTIVE APPROACH FOR PEAK PERFORMANCE

We use a comprehensive, proactive approach so that your information system is operating at peak performance and available to your users on demand.

Business applications operate in complex, heterogeneous, and dynamic environments. To properly maintain optimal performance and ensure system availability, you need someone who thoroughly understands the technology. Crucial database components must be supported and critical performance tuning and system optimization parameters must be continually monitored and adjusted for the best possible operation. System resources must also be examined to ensure optimal allocation.

OPERATING PROFILE & TREND ANALYSIS

It's important to collect and analyze critical key operational indicators so that system usage trends can be studied. This trend analysis enables you to effectively plan management and maintenance activities.

Virtual-DBA automatically gathers and transmits this vital information to the Virtual-DBA Performance Lab where the data is indexed, categorized, and stored in the Virtual-DBA service database for review and analysis by your assigned DBA. If any critical signals are detected in the operating messages as they are being processed, our Virtual-DBA team will be notified immediately and we'll initiate corrective action according to your specifications.

RESPONSIVE AND AFFORDABLE EXPERT ADVICE

Since remote DBA services focus exclusively on administrative support, the response time for user requests, performance-related issues and development support is typically shortened. Our 24x7 support means quick problem resolution. It's rarely feasible from a logistical or cost perspective for in-house staff to provide round-the-clock support.

You'll find our Virtual-DBA service very affordable. We'll customize our services so you pay only for the support or service your business needs. 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 your need is for a full-time DBA, augmentation of your current DBA staff , or off-hour and vacation coverage, we'll tailor our services to your unique business requirements. We provide the flexible, expert help you need for 20 minutes or several weeks.

WE KNOW YOUR SYSTEMS

Many companies sink tens of millions of dollars a year into their database administration because they have limited automation, process control, and operational maturity in place to manage their database environments. As a result, management of these environments remains highly manual and compartmentalized.

Virtual-DBA provides access to expert Informix, IBM DB2 LUW, Oracle, MySQL, PostgreSQL, MongoDB, and SQL Server database administrators and consultants to support subscribers regarding any aspect of data- base design,troubleshooting and management. Virtual-DBA assigns a primary DBA to your account for each subscribed database type so you have a single point of contact who is also the subject matter expert. These services are also customized to your needs. We offer telephone or on-site consultation for 8-to-5 support through round-the-clock database support. Virtual- DBA is uniquely positioned with expert DBAs who are already familiar with your systems, your business, and your needs and who are available when you need them.

WE'LL PROVIDE RELIEF SUPPORT AND TRAIN AND MENTOR YOUR IN-HOUSE STAFF

Whether your DBA needs training or just a vacation, Virtual-DBA services provide solutions. Our Virtual-DBAs can function as an extension of your in-house staff or they can simply take care of your databases for you, freeing your in-house DBAs to work on new challenges. We're also uniquely equipped to provide internal employees with training and mentoring—our database specialists have a wide breadth of experience, knowledge and resources available to share with your staff.

NEED A FULL TIME RESOURCE ON SITE?

If you do need a full time dedicated resource on site, we can help you with staffing as well. Through the Virtual-DBA Service we will back up any Oracle, Informix, IBM DB2 LUW, MySQL, PostgreSQL, MongoDB, and Microsoft SQL Server on-site database administrators we provide. So you can get the dedicated resource you need and peace of mind in knowing that there are experts who can back them up during off-hours, vacations, illness or just when things get too busy.

XTIVIA OVERVIEW

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients' specific requirements, regardless of the complexity of the projects. XTIVIA's success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. XTIVIA has offices in Colorado, New York, New Jersey, Missouri and Texas.

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