

Database Administration as a Service (DBAaaS)



Why DBAaaS? _____

All organisations fundamentally rely on IT to operate and function. The amount of data they gather and store is growing exponentially year on year. This data is usual in the form of unstructured (files) and structured (databases). The databases they use to manage critical data and support business processes are paramount and they are dependent on them to be secure, accessible and available 24/7.

It is therefore imperative for organisations to have database administration capabilities to ensure the performance of the database are always kept optimal, to ensure that the databases are available 24/7, to protect the databases from un-authorized access and cyber-attacks, to address scalability requirements and to make all databases compliant with legal and procedural policies. This means that internal Database Administration (DBA) resources, if available, are under constant pressure to keep up with the growing demand. For organisations which

About Us _____

Transputec is leading Technology solutions company with beyond 35 years of IT innovation and customer excellence.

We provide end to end technology solutions that help your business succeed. Our services are vendor agnostic delivering pioneering solutions that are designed to suit your specific requirements. We operate with the highest level of integrity and promote fair business conduct.

do not have internal DBA resources the challenges and risks are even higher.

This combined with the ability to keep up to speed with the ever-changing database technology landscape creates a need for specialized remote Database Administration Services.

Key Features & Benefits

Low cost of ownership

Outsourcing your database maintenance and tuning for daily operations could help cut costs in a number of areas, including operating costs, hiring costs, and overtime, and tooling training costs. Transputec gives you access to a cost-effective pool of expert DBAs, helping ensure your databases are running optimally at all times; all this without hiring any new resources or incurring any extra costs.

Increase agility

DBAaaS also increases the attention and focus on your database infrastructure, ensuring it is always fit for purpose and aligned to your business objectives.

Proactive vs reactive support

Internal employees have many priorities they must attend to each day. They do not have the time to do the long-term improvements in your database systems. On the other hand, third-party remote database management experts can assume the technical roles and focus on preventative maintenance, reviewing and identifying ways your systems can be improved to decrease downtime.

Access to high end expertise

The digital world is evolving at an alarming rate, and it is increasingly difficult for IT departments to cope with the changing requirements. DBAs are expected to respond to daily needs and might face challenges trying to stay up to date with the latest technology. Small in-house teams may not have sufficient expertise to support database functionalities or execute specific projects.

DBA on demand

In emergency situations, it is important to have DBA expertise to advise and plan recovery procedures, repair corrupted logs to allow rollforward, repair operating system and file system errors.

Enhanced continuity and burnout elimination

Many organizations are struggling to retain high numbers of DBAs, thus resulting in increased recruiting and training costs. Frequent DBA turnover and a lack of continuity makes IT knowledge difficult to transfer from one person to another, and hard to maintain this expertise across an organization. The best way to mitigate these types of disruptions is by hiring outside DBAs for support.

Compliance engineering

With the ever-changing policies in IT, it is often hard to keep track of policies especially around sensitive data. Transputec has a solid understanding of these policies and have over the years perfected tools to apply all the necessary compliance policies for you.

Enhance quality of service

We have designed DBAaaS to optimise and enhance the performance, security and availability of your database infrastructure. Our security cleared DBAs will get your database operating at its full potential, to support increased availability and workloads. The operational model is also fully ISO:27001 compliant.

Accelerate business outcomes

Database management is both expensive and time-consuming. DBAs are normally consumed with routine tasks which can hamper their productivity on projects, which may have a significant negative impact on a business.

Our Service Options

1 DBAaaS STANDARD

Our **Standard DBAaaS** service is designed to proactively monitor your databases remotely ensuring that all databases are running smoothly, and all necessary backups and scheduled jobs are running successfully.

The Standard DBAaaS service will give you the benefits of early detection and diagnosis, which will improve system reliability, availability and performance. It will also provide notification of failures or issues before your users know there is a problem and with guaranteed response times giving you peace of mind. Additionally, the monthly reports provide trend analysis and system recommendations (as necessary).

The Standard DBAaaS includes the following remote DBA service:

- i. Monitoring & troubleshooting
- ii. Implementing and maintaining backups and restore policies
- iii. Implementing and maintaining security mechanisms
- iv. Analysing and tuning performance
- v. Automating administrative tasks

2 DBAaaS PREMIUM

Our **Premium DBAaaS** service includes all the Standard service features as well as the following additional remote DBA functions:

- i. Disaster recovery & high availability
- ii. Server clustering
- iii. Database migration
- iv. Custom monitoring agents
- v. Installation & provisioning of server
- vi. Preventative maintenance
- vii. Database development & modelling support
- viii. Licence support
- ix. User management
- x. 24/7 support
- xi. Upgrades
- xii. Vulnerability assessments

Supported Platforms

1. On Premise
2. Private cloud
3. Public cloud (Azure, AWS)



Database Technology Supported

1. Relational
 - Microsoft SQL Server
 - MySQL
 - Postgres
2. NoSQL
 - MongoDB
 - Elasticsearch
3. Cloud Native
 - AWS DynamoDB
 - Azure Cosmos
 - AWS RDS
 - Azure SQL

What is Included in Our DBAaaS _____

Service Description	DBAaaS STANDARD	DBAaaS PREMIUM
Diagnosis	✓	✓
Recommendations	✓	✓
Custom queries & developer support	✓	✓
Query optimisation	✓	✓
Monitoring & troubleshooting	✓	✓
Maintaining backups and restore policies	✓	✓
Maintaining security mechanisms	✓	✓
Analysing and tuning performance	✓	✓
Support on the maintained databases during planned / unplanned system & hardware maintenance	✗	✓
Disaster recovery and high availability	✗	✓
Clustering	✗	✓
Database migration	✗	✓
Upgrades	✗	✓
Installation and provisioning of server	✗	✓
Preventative maintenance	✗	✓
Licence support	✗	✓
User management	✗	✓
Working hours support (8:00 am-6:00pm) Mon to Fri	✓	✓
24*7 support	✗	✓
Database development and modelling	✗	✓
Integrations services	✗	✓
Vulnerability assessments	✗	✓