

MAXIMIZE YOUR DATABASE ROI WITH XTIVIA'S VIRTUAL-DBA

VIRTUAL DBA, XTIVIA'S REMOTE DBA SERVICE

VirtualDBA™
powered by XTIVIA®

OVERVIEW

Your database is the heart of your information systems, and your information systems are the heart of your business. Therefore, your Database Administrator (DBA) must be an expert in database configuration, maintenance, upgrades, development, APIs, performance optimization, software licensing and sizing, cloud subscriptions and management, as well as troubleshooting, to keep your information systems running smoothly. Additionally, since problems never occur on schedule, your internal DBA or team of DBAs must be on-call 24 hours a day, seven days a week.

When systems are running smoothly, your DBA is underutilized. This is because your DBA performs repetitive tasks instead of focusing on more challenging, strategic, enterprise-specific projects. 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 or expense management goals. 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:

- ❖ **Underutilized DBAs:** Are your DBAs spending valuable time on routine, mundane tasks instead of strategic initiatives?
- ❖ **Performance Bottlenecks:** Who is proactively monitoring and optimizing your database performance to prevent slowdowns and ensure peak operation?
- ❖ **Lack of 24x7 Coverage:** How do you ensure continuous database availability and support, especially outside of business hours or when staff are unavailable?
- ❖ **Unplanned Absences:** What happens to critical database operations when your in-house DBA is sick, on vacation, burnt out, or in training?
- ❖ **High Costs of In-House DBAs:** Can your budget sustain the full cost of a dedicated, experienced DBA, especially with expertise across multiple database platforms?
- ❖ **Controlling License & Cloud Spend:** Who is actively managing complex database software licenses and optimizing cloud costs to prevent unnecessary expenditures?
- ❖ **Scaling Expertise:** How do you cost-effectively acquire the specialized expertise needed for diverse database technologies (e.g., Oracle, SQL Server, MongoDB, cloud databases) as projects or emergencies demand?
- ❖ **Limited Internal Expertise:** Do you have the in-depth knowledge in-house to troubleshoot complex issues, provide expert advice, or drive strategic database improvements?
- ❖ **Lack of Proactive Maintenance:** Is your team consistently gathering and analyzing critical statistics to identify trends and prevent future problems?
- ❖ **System Knowledge Gaps:** Who truly understands your unique database environment and can provide tailored advice and solutions?
- ❖ **Security & Compliance Concerns:** Who is responsible for ensuring database security, managing vulnerabilities, and maintaining compliance with industry regulations?
- ❖ **Disaster Recovery & Business Continuity:** Do you have a robust disaster recovery plan in place, and who is responsible for regularly testing and maintaining it for your database?
- ❖ **Technology Upgrades & Migrations:** Who can guide your organization through complex database upgrades or migrations to newer versions or cloud platforms?

- ❖ **Vendor Management:** Are you struggling to manage multiple database vendors and their support processes effectively?
- ❖ **Opportunity Cost of Internal Staff:** Are your highly-paid internal IT staff diverted from strategic, revenue-generating projects to handle routine database maintenance?
- ❖ **Cost of Downtime:** What is the financial impact of database downtime on your business operations, customer satisfaction, and revenue?
- ❖ **Inefficient Use of Database Features:** Are you fully leveraging all the features and capabilities of your database software, or are you leaving performance and efficiency gains on the table due to lack of expertise?
- ❖ **Recruitment and Retention Costs:** How much time and money do you spend on recruiting, onboarding, and retaining expert DBAs, especially in a competitive market?
- ❖ **Reactive Troubleshooting:** Is your team constantly reacting to database crises rather than proactively preventing them, leading to increased stress and higher emergency repair costs?
- ❖ **Lack of Performance Baselines/Metrics:** Can you accurately measure and report on your database performance and cost efficiency to demonstrate ROI to leadership?

XTIVIA'S VIRTUAL-DBA SERVICE

The goal of Virtual-DBA is to provide a cost-effective solution for organizations seeking to optimize the management, maintenance, availability, and performance of their critical business information systems, whether self-managed or cloud-managed (e.g., AWS RDS, Azure SQL Database). We accomplish this through a comprehensive remote DBA service offering explicitly designed to meet the Oracle®, DB2®, Informix®, MySQL™, PostgreSQL®, MongoDB®, MariaDB, SQL Server®, CockroachDB, and cloud database administration, maintenance, management, and consulting needs of our clients.

We can **customize our Virtual-DBA Service to fit your business and budget**, whether supplementing your current DBA staff or managing all of your database administration needs. Our staff DBAs respond when they see a problem, and we are always just a phone call away when you need us.

WHO BENEFITS MOST FROM XTIVIA'S VIRTUAL-DBA?

XTIVIA's Virtual-DBA service is ideally suited for organizations that recognize the critical role of their databases but face common challenges in maintaining optimal performance, availability, and cost efficiency with traditional in-house approaches.

You will realize significant value from Virtual-DBA if your organization:

- ❖ **Lacks 24x7 DBA Coverage:** If your current team cannot provide continuous monitoring and rapid response outside of standard business hours, leading to potential downtime and slow problem resolution.
- ❖ **Seeks to Reduce Operational Costs:** If you aim to achieve substantial savings (up to 60%) compared to the fully loaded cost of a dedicated, internal DBA, without compromising on expertise or coverage.
- ❖ **Requires Diverse Database Expertise:** If your IT environment includes multiple database technologies (e.g., Oracle, SQL Server, MongoDB, PostgreSQL, cloud databases), and acquiring or retaining in-house specialists for each is a challenge.
- ❖ **Struggles with Proactive Maintenance:** If your team is primarily reactive, constantly troubleshooting issues rather than proactively preventing them through continuous monitoring, optimization, and trend analysis.
- ❖ **Needs to Optimize License and Cloud Spend:** If you are looking to maximize the value of your database software licenses and efficiently manage cloud infrastructure costs to prevent unnecessary expenditures.
- ❖ **Experiences Underutilized Internal Staff:** If your highly skilled internal IT professionals are diverted from strategic, revenue-generating projects to handle routine database administration tasks.

- ❖ **Is Facing Recruitment and Retention Challenges:** If your organization finds it difficult and costly to recruit, onboard, and retain expert DBAs in a competitive market.
- ❖ **Requires Enhanced Database Security and Compliance:** If you need robust measures and expert oversight to ensure database security, manage vulnerabilities, and maintain adherence to industry regulations.
- ❖ **Desires a Single Point of Contact for Database Needs:** If you prefer a consistent, dedicated expert who understands your unique database environment and can provide tailored advice and solutions.
- ❖ **Needs Flexible and Scalable Support:** If your database administration needs fluctuate, requiring the ability to scale support up or down based on projects, emergencies, or changing business demands.

ADDED VALUE: REALIZING ROI THROUGH VIRTUAL-DBA

DATABASE TECHNOLOGY OWNERSHIP IS EXPENSIVE

Businesses depend on information technology for core operations. Therefore, the inability to access a critical information system, either on-premises or in the cloud, can be costly. In addition, maintaining a resident database administrator to care for these information systems is expensive, especially when a situation calls for expertise in multiple database technologies or you need enough expert resources for complete 24x7 coverage.

Most owners of business information systems are proficient with the configuration and use of their applications. Still, they may be less experienced with troubleshooting, optimizing, security, managing licensing/subscription expenses, and the ongoing required maintenance of modern database technology. There are only so many hours in the day. Your internal staff may not have time to address all elements of database management, administration, and optimization combined with development efforts. As a result, an outside consultant will often take responsibility for these tasks.

PROACTIVE APPROACH FOR PEAK PERFORMANCE

We use a comprehensive, proactive approach so that your information system is operating at peak performance, secure, and available to your users on demand. To properly maintain optimal performance and ensure system availability, you need someone who thoroughly understands the technology. In addition, crucial database components must receive support, security updates, and critical performance tuning and system optimization parameters must be continually monitored and adjusted for the best possible operation.

OPERATING PROFILE & TREND ANALYSIS

It's essential to collect and analyze critical key operational indicators to study system usage trends. Virtual-DBA automatically gathers and transmits this vital information to the Virtual-DBA Performance Lab. The data is indexed, categorized, and stored for review and analysis by your assigned DBA. If any critical signals appear in the operating messages during processing, our team will receive immediate notification, and we'll initiate corrective action according to your specifications.

KEY FEATURES SERVICE AND SUPPORT LEVELS

Basic Service

Complete DBA and Cloud Coverage:
Providing 24x7 on-call support, project/consulting, maintenance, management, and administration

Premium Service

Complete DBA and Cloud Coverage:
Providing 24x7 on-call support, project/consulting, maintenance, management, and administration PLUS 24x7 Monitoring, Alerting, and Response

Custom Service

Support defined by you, based on your needs and budget



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 faster. In addition, our 24x7 support means quick problem resolution. 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.

SECURING YOUR INVESTMENT: THE ROI OF ROBUST SECURITY

Beyond performance and availability, the security of your database and cloud environments is paramount. A security breach can lead to significant financial losses through data theft, regulatory fines, reputational damage, and extensive recovery efforts. Without expert management, vulnerabilities can go unnoticed, and compliance requirements can be unmet, exposing your organization to unnecessary risks and costs. Investing in proactive, expert-driven security measures is not just about protection; it's about safeguarding your business's financial health and long-term viability, ensuring a positive return on your technology investments by preventing costly incidents.

MANAGING SOFTWARE LICENSES AND CLOUD SUBSCRIPTIONS

Database software licenses can represent a significant investment, and managing them effectively is crucial for cost savings. An expert DBA understands the complexities of various licensing models across different database platforms, including Oracle, DB2, Informix, MySQL, PostgreSQL, MongoDB, MariaDB, SQL Server, and CockroachDB. They can ensure your organization remains compliant while optimizing license utilization, preventing unnecessary expenditures on over-licensed or underutilized software.

Similarly, with the increasing adoption of cloud platforms like AWS RDS and Azure SQL Database, managing cloud costs for database instances has become a key concern. A skilled DBA can monitor cloud resource consumption, identify inefficient configurations, and implement strategies to optimize cloud spend. This includes rightsizing instances, managing storage, leveraging reserved instances or savings plans, and ensuring that databases are scaled appropriately to meet demand without incurring excessive charges. By proactively managing both software licenses and cloud subscriptions, a DBA can deliver substantial financial benefits and a clear ROI.

WE KNOW YOUR SYSTEMS

Many companies sink many unnecessary dollars a year into their database administration because they have limited automation, process control, monitoring, and operational maturity 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, Cockroach DB, and cloud database administrators and consultants to support subscribers regarding any aspect of database design, troubleshooting, and management. In addition, Virtual-DBA assigns a primary DBA to your account for each subscribed database platform, so you have a single point of contact who is also the subject matter expert.

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

Whether your DBA needs training or just a vacation, Virtual-DBA provides solutions. Our Virtual-DBAs can function as an extension of your in-house staff or simply tend to your databases for you. We're also uniquely equipped to provide internal employees with training and mentoring. Our specialists have extensive experience, knowledge, and resources to share. When your team gets stumped, who do they call?

BEYOND DATABASE MANAGEMENT: EXTENDED EXPERTISE

While our Virtual-DBA service focuses on comprehensive database management, XTIVIA's expertise extends far beyond relational and NoSQL databases. The same principles of proactive monitoring, performance optimization, expert

consulting/support, and cost-effective management that define our Virtual-DBA offering can be applied to other critical technology environments.

Through our broader Shared Service offerings or as an extension of your Virtual-DBA engagement, we provide, to name but a few, specialized support for:

- ❖ **Cloud Environments:** Beyond database instances, we can help manage and optimize your broader cloud infrastructure on platforms like AWS, Azure, and Google Cloud, ensuring efficient resource utilization and cost control.
- ❖ **Microsoft Technologies:** This includes expert administration, optimization, and troubleshooting for critical systems such as SharePoint and other Microsoft ecosystem technologies.
- ❖ **Business Intelligence & Analytics Platforms:** We offer support for data warehousing, ETL processes, and platforms like Power BI, ensuring your business intelligence initiatives run smoothly and provide accurate, timely insights.
- ❖ **Other Enterprise Applications:** Leveraging our deep technical bench, we can extend our proactive support and expert guidance to various other enterprise applications and technologies, helping you maintain optimal performance and availability across your entire IT landscape.

Whether you need ongoing administration, project-specific consulting, or strategic guidance, XTIVIA offers the specialized knowledge to help you maximize the ROI from your diverse technology investments.

ORACLE IBM Db2

SUPPORTED DATABASE PLATFORMS

NEED A FULL-TIME RESOURCE ON-SITE?

If you do need a full-time dedicated resource on-site, we can help you with staffing. So you get the dedicated resource you need and peace of mind knowing experts are backing them up during off-hours, vacations, illness, or just when things get too busy.

XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our clients' specific requirements, regardless of project complexity. Our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com