

# DATABASE SERVICES

Moser's DBA Services teams have extensive knowledge in SQL Server, including monitoring, maintenance, replication, tuning, upgrading, migrating, auditing, reporting and high availability solutions. Our DBA services, which are optimized for on premise, data center and cloud environments, ensure the speed, security, and reliability of your database and your data.

Moser's DBA services are designed to give you complete peace of mind when it comes to reliability, scalability and efficiency of your business-critical database. From general maintenance to project consulting and 24/7 support, our dedicated managed services team of elite database administrators can help you plan, implement, and manage your traditional and emerging databases, whether on premise or in the cloud.

## Moser's onboarding process includes:

- Moser resource will spend set amount of time (48-72 hours) onsite with the client to document the following:
  - Contact information in respected areas:
    - IT Manager/Director
    - Development Manager
    - Server administrator
    - Disk administrator
    - Escalation progression
  - Servers that will be administered
  - Current pain points/issues
  - Current course of action on pain points/issues
- Gather key information regarding your database configuration and generate a client specific playbook
- Review playbook with internal team
- Set meeting with client to review the following:
  - Client specific playbook
  - Moser contact information
  - How to enter tickets
  - Understand Moser's process for handling events/tickets
  - Moser's escalation progression

**THE MOSER DBA AS A SERVICE SOLUTION COMPRISES FOUR KEY FUNCTIONAL AREAS:**

- Database Management and Administration
  - High Availability and Disaster Recovery
  - Database Support and Monitoring
  - Database Consulting
- Plus many, many more...

Functional Area	Type of Service
Database Administration	Routine Maintenance Basic Security Backups Quarterly Checkups Patching New Installation Backup Restore Testing Advance Security - Hardening Reporting on Environment
High Availability	Capacity Planning Troubleshooting Setup & Configuration
Monitoring	OS level (CPU, Memory, Disk) Instance Level
Database Consulting	Strategic Advisory Services to include: HA, Performance Tuning, SQL Dev, Consulting on road mapping, issue resolution analysis (monthly cap)
Support	On-Call 8-5 On-Call 24x7
Database Performance Tuning	Query Analysis & Recommendations Index Analysis & Recommendations



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