

# 400+ CUSTOMERS TRUST THEIR DATABASES TO RDX

Discover why RDX is the leading provider of provider of remote database administration services.

## Supported Platforms

- SQL Server
- SQL Server BI
- Oracle
- Oracle RAC
- Oracle EBS Technical
- Oracle EBS Functional
- My SQL
- PostgreSQL
- DB2 LUW
- DB2 z/OS
- MongoDB
- Windows OS
- UNIX/LINUX OS
- SharePoint
- Active Directory
- GoldenGate Replication
- IBM InfoSphere Replication

## Services

### Full Support

RDX becomes totally responsible for the functionality, security, performance, availability and improvement of your databases.

### Supplemental

RDX augments your existing staff and tailors our services to your needs. Supplemental services allows you to free internal staff for higher ROI activities.

## RDX Remote DBA Services

RDX has 20 years of experience providing 24x7 support for thousands of database environments and hundreds of satisfied customers. RDX solves the problem of attracting and retaining skilled DBAs by providing immediate access to dozens of experienced administrators and advanced feature subject matter experts. RDX professionals support all major databases utilizing industry-leading SSAE 16 best practices and are backed by a PCI DSS compliant monitoring and support architecture that has been continuously refined over our 20 year history.

## Key Remote DBA Service Features

- 24 x 7, 100% Onshore Support
- 20 Years Service Delivery Experience
- Largest Remote DBA Services Provider
- 15 Minute Response Time Guarantees
- Flexible Services Custom Tailored to Your Needs
- Customizable Service Level Agreements (SLA)s
- Centralized Database Operations Center
- Secure PCI DSS Compliant Support Architecture
- Monitoring Portal - You "to see what we see"
- Documented DBA Support Best Practices
- Cutting-Edge Support Technologies
- Dedicated Tuning and Subject Matter Experts

## Benefits of Remote DBA Services

- Reduce Support Costs and Improve Quality
- Higher Database Availability
- Faster Database Performance
- Quicker Problem Resolution
- Focus on Problem Prevention not Firefighting
- Maximize Database Features
- Access to Skills/Expertise not Available In-House
- Leverage DBA Best Practices
- 100% Adherence to Your Change Control Policies
- No Recruitment, HR or Employee Turnover Costs
- No Vacation, Holiday, Training or Sick Days
- No Health Insurance, 401K or Equipment Costs



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# Top 10 Reasons to Choose RDX

## 1. 100% On-Shore Support

We do not offshore or outsource any of our support services to third party vendors. All of our professionals work directly out of our Pittsburgh Operations Center.

## 2. Focus on Security

RDX deploys state-of-the art hardware and software components including advanced firewalls, log aggregators, industry leading password vaults and multiple intrusion detection systems to protect and secure your environments.

## 3. Database Operations Center

RDX's Database Operations Center (DOC) serves customers 24 hours each day, every day of the year. The DOC team is staffed 100% onsite at RDX's Operations Center, and consists of dedicated professionals who are trained in database administration, monitoring, problem prevention, and quick problem resolution.

## 4. Robust Monitoring Infrastructure

RDX's wide offering of monitoring agents allows our technicians to monitor every component of the application architecture including middle tier servers and network devices.

## 5. Wide Range of Supported Products

RDX provides support for Oracle, Oracle Apps, SQL Server, MySQL, PostgreSQL, DB2, and RDB running on a variety of operating systems. We also provide expert Windows OS Server support and support for all major variants of UNIX and LINUX.

## 6. Experienced Technical Staff

Our DBA experts have thousands of years of collective experience and have a proven track record of solving the most challenging database issues. RDX's support staff is comprised of certified DBAs, ex instructors, Oracle Aces, and Microsoft Support Technicians.

## 7. Collective Knowledge

RDX's clients are not buying the services of a single database administrator; they are buying the collective knowledge of an entire staff of expert professionals.

## 8. Subject Matter Experts

In addition to expertise in providing day-to-day support, each of our staff members is required to become an expert in one or more database disciplines including backup/recovery, highly available architectures, SQL tuning and database performance and database security.

## 9. Customizable SLAs

The quality of our services is guaranteed through our standard or customer-defined Service Level Agreements (SLAs). Our SLAs allow your company to create a fully-customized support package that is tailored to meet your specific needs.

## 10. Industry Pioneers

RDX is the recognized pioneer of remote database management services. Since our inception in 1994, our remote DBA services have helped numerous companies improve the quality of their database environments while reducing costs associated with on-site database management.

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## Compliance

RDX meets compliance requirements for Best Practices, GLBA, HIPAA, PCI-DSS, SAS-70, SOX.