

Cloud Solutions

Learn how RDX helps you to fully maximize the benefits of cloud DBMS systems.

RDX Cloud Solutions

RDX was one of the first remote data infrastructure services providers to fully embrace cloud offerings and provides a full suite of cloud migration, management and monitoring services. Our cloud experts are backed by a service delivery architecture that has been purposely redesigned to support cloud systems. Trust your cloud systems to the world's largest and most mature provider of remote data infrastructure services providers – RDX.

Reduce Risk with RDX's Dedicated Cloud Experts

RDX dedicates a team of experts that specialize in cloud architectures. The Cloud Solution Architecture Team's goal is to provide the advice and administrative support activities required to assist customers throughout their entire cloud journey. As a result of our early adoption of the cloud, our Cloud Solution Architecture Team has migrated dozens of on-premises systems to cloud environments and has years of experience supporting a wide array of vendors, platforms, products and features.

RDX assigns Cloud Solution Architecture Team personnel to clients based on the cloud products deployed, features utilized and their future goals and strategies. These "Primary Contacts" perform the bulk of the support work and are able to leverage the collective knowledge of

their fellow team members. This staffing strategy, which is unique to RDX, allows clients to receive personalized support and leverage the collective knowledge of an entire staff of full-time, cloud experts.

Flexible, Quickly Scalable Cloud Support Services

RDX's Cloud Solution Architecture Team supports a wide variety of IaaS and DBaaS environments, providing customers with the flexibility to quickly leverage new cloud architectures, platforms, products and features. In addition to support for all IaaS platforms, RDX provides support for the following DBaaS offerings:

- Microsoft - Azure SQL DB, MySQL and PostgreSQL
- Amazon - Aurora, SQL Server, MySQL, MariaDB, PostgreSQL and Oracle
- Oracle - Oracle and MySQL

Advancements are occurring at a rapid pace, and organizations must quickly adjust to fully leverage the benefits cloud systems provide. Clients can contact RDX to discuss Statements of Work, increase hours or add additional products to their contract. Contract changes and new product integrations begin immediately upon notification.

Support for Your Entire Cloud Ecosystem

In addition to cloud vendor system design and support certifications, RDX's Cloud Solution Architecture Team has a wide range of cloud skill sets and experience that clients can utilize to build their entire cloud ecosystem. RDX is able to assist customers to design, deploy, manage and monitor architectures on Amazon and Microsoft cloud platforms.

Certified High Quality, Highly Secure Services

RDX's support teams are backed by a service delivery architecture that has been continuously improved and enhanced over our 20+- year history. RDX maintains AICPA SOC2 Type 2 service delivery quality and PCI DSS security certifications.

Payment Card Industry Data Security Standard (PCI DSS) is a set of 400 audit objectives designed to ensure that companies that process, store or transmit credit card information maintain a secure environment. RDX's PCI Security Audit is performed by Megaplan IT, a certified QSA. RDX received its 6th PCI Attestation document in Q2 of 2018.

AICPA Service Organization Controls (SOC) reports are designed to help service organizations that provide IT services to other entities build trust and confidence in their service delivery processes and controls through a report by an independent auditor. For calendar year 2017, RDX recently achieved their seventh AICPA SOC 2 Type 2 report.

Migration Services

RDX's cloud migration services help clients simplify on-premises to cloud migrations and seamlessly integrate cloud environments into their overall IT support architecture.

Ensure High Quality Migrations

Migrating databases to the cloud doesn't have to be a challenge. RDX has extensive experience in cloud migrations and offers best practices and guiding principles designed to achieve successful cloud implementations. RDX's dedicated Cloud Solution Architecture Team guides you through the entire cloud migration life-cycle - from

initial migration analysis to production cutovers and on-going support.

DB Cloud Migration Services

RDX's cloud experts work with your team to carefully evaluate the database being migrated to the cloud platform. Our Cloud Solution Architecture Team provides recommendations that help organizations choose the appropriate migration tool and process, size their initial environments, estimate monthly costs, avoid problems post cutover and provide high quality ongoing support.

RDX also educates the customer in their selected cloud target by explaining advanced features such as encryption, security and auditing, geo-data redundancy, replication, scalability, compute and storage redundancy and system flexibility. The goals for our migration services are to ensure high-quality, trouble-free migrations and systems that are easily administered and fully leverage all of the cloud's inherent benefits.

Reduce Migration Risks

In addition to traditional advice on migration tools and strategies, test plans, feature mismatch issues, instance sizing and pre and post implementation best practices, RDX has identified a wide range of topics that clients must also consider to ensure a successful cloud transition. These little known organizational and technical data points, if not addressed early in the migration life-cycle, often lead to significant issues occurring during the cutover and after the migration is complete.

Management Services

Once the migration is complete, RDX's support professionals provide the same high-quality administrative services for cloud platforms as they do for on-premises environments.

Flexible Cloud Services You Need – When You Need Them

RDX is able to augment your internal teams to provide that additional deep-dive cloud expertise you need or assume full ownership of your cloud environments.

RDX's flexible services help you realize your cloud DBMS strategy and fully leverage all of the benefits that cloud DB Systems offer.

Fully Maximize Your Cloud Investment

RDX's cloud DBMS support professionals provide a robust set of cloud services that range from basic support to advanced feature implementation. Services include object change management, SQL and procedural language tuning, problem analysis and correction, security, backup/recovery, application development support, HA and DR configurations and advanced feature analysis and implementation.

Easily Overcome Cloud Challenges

RDX's cloud support services assist shops to easily overcome some of the more challenging cloud activities such as provisioning and monthly cost estimation, large data transfers, multi-cloud and hybrid cloud/on-premises data synchronization, DBaaS/on-premises DB feature mismatch analysis, cloud vendor lock-in, security/auditing and monitoring visibility into cloud systems.

Monitoring Services

RDX's monitoring solution helps customers attain fast, effective resolutions to cloud platform issues by leveraging RDX's industry-leading tools, support procedures and service-level agreements (SLAs).

Customizable Cloud Monitoring Services

During integration, RDX customers are able to tailor a monitoring identification, resolution, notification and escalation process per cloud system supported. Unique resolution processes can be created based on cloud platform, instance, database, job, time of day and return code generated.

Cloud Monitoring Made Easy

Monitoring metrics provided by cloud vendors vary greatly. RDX's monitoring specialists thoroughly evaluate the vendor's monitoring instrumentation to and design and implement a monitoring strategy that meets each customer's unique needs.

RDX has customized SolarWinds, an industry-leading monitoring architecture, to monitor most cloud architectures. SolarWinds provides a comprehensive monitoring solution for alerting, reporting and incident management.

Gain Visibility Across All Cloud Platforms

RDX's monitoring architecture has been customized to provide complete visibility into IaaS, DBaaS, multi-cloud and hybrid cloud environments. Each cloud environment requires a unique monitoring implementation to ensure that critical cloud applications are highly available and high performance.

Cloud Cost Reduction

One of the top monitoring priorities for all cloud systems is overall resource utilization. Customers are renting their environments from the cloud vendor and those rental fees are based on resource consumption.

In addition to monitoring system availability, performance and workload executions, RDX will also monitor cloud resource utilization for cost evaluations. RDX administrators and monitoring specialists work together to provide ongoing cost reduction recommendations.

Around-the-Clock Monitoring Support

RDX's monitoring service comes complete with a 100% onshore operations center that is staffed 24/7 with personnel whose sole focus is monitoring your critical cloud systems and taking proactive actions to mitigate and/or prevent problems to ensure the highest availability and performance possible.

Do Cloud With Confidence

Embrace the cloud with confidence with the help of RDX's end-to-end cloud solutions. From cloud DBMS vendor selection to migration, management and 24/7 monitoring, RDX helps you to realize your cloud DBMS strategy and fully leverage all the benefits that cloud DB systems offer. Contact us today and find your perfect cloud solution.