



SERVICE CATALOG

Drive your business forward with the help of RDX's strategic, business-focused managed data infrastructure services.

Improve your databases, and your life, with RDX.

Find more information here
[RDX.com](https://rdx.com) / info@rdx.com

Core Services

Fast, Scalable, Fully-Managed Services

Drive innovation, agility and competitive edge for your business with RDX's managed service portfolio. We help you build, manage, optimize and scale your critical data systems without compromising security, standards or control. From keeping the lights on to lighting the way, our experts are ready to help you through every phase of your digital journey.

<p>Remote DBA Services Expert support for SQL Server, Oracle, MySQL, PostgreSQL, MongoDB and DB2.</p>	<p>OS Services Get 24x7, end-to-end support for Windows and Unix/Linux Operating Systems.</p>
<p>Application Services Maximize ROI and uptime for critical applications like Oracle EBS, Sharepoint & Exchange</p>	<p>BI & Analytics Make better, faster business decisions to deliver competitive edge with RDX's BI Services</p>
<p>Monitoring Services 24x7 monitoring for your critical systems from dedicated, onshore expert technicians</p>	<p>Cloud Services Deploy and manage cloud databases with confidence and without compromise.</p>

Technologies

DATABASES



OPERATING SYSTEMS



BUSINESS APPLICATIONS & CLOUD



Service Details

★ Category available via online Service Catalog

★ Catalog item available for online ordering

DATABASE MAINTENANCE

- Database optimizer statistics generation
- Reorganization of physical objects
- Database refreshes
- Automating & scheduling maintenance jobs
- Proactive review of system infrastructure
- Datafile/log management (space, performance)
- Data loads
- Purging & archiving

MONITORING ★

- 24x7x365 monitoring & help desk
- 15 Minute response SLA for critical issues
- Investigate all critical alerts being monitored
- Provide portal for Monitoring customers
- Custom tailor monitoring components
- Configure basic monitoring package
- Configure premium and/or custom monitoring package
- Install & upgrade packages as necessary
- Design problem resolution procedures

- Adhere to notification/escalation procedures
- Configure blackout requests as necessary
- Customize & modify alert thresholds
- Provide problem historical reporting/trending
- Check modification ★
- Install monitoring on a new server ★
- New blackout request ★
- Remove monitoring ★

INSTALLS, UPGRADES, PATCHING & CONFIG

- OS environment configuration
- Install & configure DBMS software
- Database creation, configuration & migration
- Database patching & upgrades
- Bugfix & security patches
- Install & configure DBMS software
- Install/configure patches, hot fixes, releases.
- Install/configure security patch sets
- Operating system patching

BACKUP & RECOVERY

- Design/implement/administer backup strategies
- Design/implement/administer B&R plans
- DR design, implementation & testing
- Participate in DR scenario tests
- Participate in actual DR events

ASSESSMENTS ★

- **Assessment of a server** ★
- Full & mini database assessments
- Backup/recovery & DR strategies
- SOX, HIPAA, PCI & other compliances

HIGH AVAILABILITY ★

- **Assessments & recommendations** ★
- **Installation & configuration** ★
- **Maintenance & support** ★
- See technologies for more HA services

CHANGE MANAGEMENT

- Database design, data modeling for data objects
- Database object sizing (tables & indexes)
- SQL updates on supported environment
- Security administration
- Create users, privileges, grants & revokes.
Maintain documentation of changes requested

- Application administrative changes OAM (including users, menus, reports, responsibilities and workflow)
- Perform code & object migrations
- Develop, upgrade, test stored procedures

PERFORMANCE TUNING ★

- **Configure changes to existing database** □
- Architecture design
- Database design & configuration
- Database, SQL & stored procedure tuning
- Index strategy design & implementation
- Hardware performance assessment
- DB, OS & hardware benchmarking

PROBLEM MANAGEMENT

- Diagnostic analysis/resolution for system issues
- Problem resolution & reoccurrence prevention
- Open & maintain trouble tickets with DBMS vendors
- Tailor problem prevention/reduction activities meet customer's individual needs
- Work with 3rd party vendors to solve issues
- Document RCCARs for all RDX-caused issues



TROUBLESHOOTING

- Diagnosing performance & availability issues
- General database administration break/fix

SECURITY & COMPLIANCE

- Security administration & maintenance
- Regulatory compliance activities
- Install, configure, schedule & distribute auditing reports

ADMINISTRATIVE

- Customer Success meeting request 
- Request a new ServiceNow user 
- Analysis/meetings/documentation
- Adhoc meeting or monitoring meeting request
- Password Maintenance



MENTORING & STRATEGY

- Architecture design & implementation
- Advanced feature analysis & implementation
- Database environment consolidations
- Selecting & implementing new DB products that would benefit customer (Oracle, SQL Server, DB2, MySQL, PostgreSQL)
- Selecting & implementing DB support tools
- DBMS & third-party product evaluations analysis
- Support best practice recommendations
- Quarterly presentations on new offerings
- Monthly webinars on tech trends/solutions

WINDOWS & UNIX/LINUX OS SERVICES

- OS hardware & software evaluations
- 24x7x365 administration support
- Daily, proactive monitoring
- Change management
- Server architecture design & configuration
- HA architecture design & administration
- Installation, upgrades & migrations
- Server performance monitoring & tuning
- Backup & recovery planning & administration
- Disaster recovery analysis & testing
- Space management & capacity planning
- Security administration & maintenance
- Auditing & compliance
- Operating system patch application
- Operating system software version upgrades
- Assistance with application/OS interaction issues
- Strategic projects - Consolidations, assessments

MICROSOFT SQL BI SERVICES

- Feature installation & configuration 
- New project development 
- SSIS, SSAS, SSRS software administration
- Production support




- Large data store design & implementation
- ETL design, deployment & administration
- Report design & development
- Troubleshooting ETL packages
- ETL package performance tuning
- Performance tuning reports
- Troubleshooting report, MDX or cube failures
- MDX & cube performance tuning

CLLOUD TECHNOLOGY SERVICES

- Cloud vendor evaluations
- Cloud OS & DBMS product support
- Architecture design
- Server & data geo-redundancy & administration
- Application & database cloud migration analysis
- Assistance with creation/execution of migration test plans
- Assistance with production migrations
- Server provisioning
- Server & DBMS administration & change management
- Space management & capacity planning
- Upgrades & patching
- Monitoring, problem analysis & resolution
- Security administration
- Auditing & compliance

- Backup & recovery
- Disaster recovery

ORACLE EBS SERVICES

- Clone or refresh 
- Database &/or application administration 
- Migration 
- Oracle EBS functional support 
- Oracle EBS upgrades
- Apache configuration & monitoring
- Code releases & migrations
- Concurrent manager administration
- Configuring parallel concurrent processing
- DB & EBS assessments & health checks
- Discoverer installs, configs & admin
- EBS module tuning, data archival & purging
- Form customizations
- Installation/administration of 3rd party add-ons
- Java upgrades & JDK administration
- JVM configuration & performance tuning
- Month/Quarter/Year end processing support
- Oracle APEX installation & administration
- Oracle Internet Directory support
- Quarterly CPU patch analysis/implementation
- Oracle quarterly, EOY HR patching

- Vertex install & quarterly data updates
- Workflow admin/performance/troubleshooting
- Oracle Fusion middleware support
- APEX, WebLogic, SOA Suite support

MONGODB SERVICES

- Sharding for performance
- Replica set administration
- GridFS API Support
- MongoDB Ops Manager & Cloud Manager
- MongoDB Connector for BI
- Aggregation framework
- MapReduce interface support
- Support for all storage engines

MICROSOFT SHAREPOINT

- Architecture design, hardware sizing & config.
- SharePoint farm initial design
- Ongoing Sharepoint support
- Design/implement/administer backup & DR
- Software installation & configuration
- Space management & capacity planning
- Upgrades & patching
- System monitoring, prob. analysis & resolution
- PowerShell admin scripting

- Code reviews & IDisposable best practices
- Site collection support
- Install, configure & schedule auditing reports
- Provisioning accounts & administering security
- Active directory integration
- SharePoint, IIS, WinOS & SQL Server tuning
- Support for OS & 3rd party HA architectures

MICROSOFT EXCHANGE

- 24X7 ongoing & emergency support
- Installs, migrations & configuration
- Backup & recovery planning
- Proactive monitoring & administration
- Server performance monitoring & tuning
- Disaster recovery analysis & testing
- Space management & capacity planning
- High availability administration & configuration
- Upgrades & patching
- Server deployment
- Exchange server health checks & assessments
- Security & compliance administration
- Install, configure & schedule auditing reports
- Provisioning user accts & administering security
- Regulatory compliance activities
- Hardware architecture design