

Remote DBA Services

DATABASES:

- IaaS & DBaaS DB Cloud
- SQL Server
- Oracle
- MySQL
- PostgreSQL
- DB2 LUW & z/OS
- MongoDB

Let us help you with:

- *24x7 Database Support*
- *Database Maintenance*
- *Proactive Monitoring*
- *Backup & Recovery*
- *Installations & Upgrades*
- *Patching & Configuration*
- *Assessments*
- *High Availability*
- *Performance Tuning*
- *Incident Management*
- *Troubleshooting*
- *Security Admin & Maintenance*
- *Compliance Support*
- *Mentoring & Strategy*
- *Cloud Migrations & Support*

Turn Your Databases Into Differentiators with RDX's Remote DBA Services

Get flexible, scalable, and secure remote DBA services for all major platforms from the largest provider of remote DBA services. RDX service packages offer you a full range of options- from assuming total ownership of your entire data-base environment to supplemental services designed to augment your internal staff. From initial system design and implementation to ongoing support and 24/7 monitoring, RDX is your trusted digital partner, uniting people, processes and technology to boost agility, optimize operations and deliver competitive advantage.

KEY REMOTE DBA SERVICE FEATURES:

- 24 x 7 Support
- 20 Years Service Delivery Experience
- Largest Remote DBA Services Provider
- 15 Minute Response Time Guarantees
- Flexible Services Tailored to Your Needs
- Customizable (SLA)s
- Centralized Database Operations Center
- Secure PCI DSS Compliant Architecture
- Mobile App and Monitoring Portal
- Documented DBA Support Best Practices
- Cutting-Edge Support Technologies
- Dedicated Tuning and Subject Matter Experts

REMOTE DBA BENEFITS:

- Reduce Support Costs and Improve Quality
- Improve DB Availability & Performance
- Quickly Leverage Cloud DBMS Architectures
- Faster Problem Resolution
- Focus on Innovation, not Firefighting
- Maximize Database Features
- Improve Database Security
- Dedicated Primary and Secondary DBAs
- Access to Skills not Available In-House
- Leverage Collective Expertise of 100+ DBAs
- Adherence to Your Change Control Policies
- No Recruitment, HR or Turnover Costs
- No Vacation, Holiday, Training or Sick Days
- No Health Insurance, 401K or Equipment Costs

HOW WE HELP YOU SUCCEED:

- **Get around-the-clock coverage** for your critical Unix/Linux systems from dedicated OS monitoring and admin experts.
- **Leverage the expertise and collective knowledge** of dozens of Unix/Linux experts for less cost than an in-house resource.
- **Attain fast, effective resolutions** to database issues with RDX's industry-leading tools and SLA mandated response times.
- **Reduce the risk of business disruption** by leveraging RDX's expertise, processes, and PCI-backed security infrastructure.
- **Quickly adapt to changing business demands** by utilizing RDX's flexible contracts to easily scale scope of services.

CUSTOMER TESTIMONIALS

"The usage of RDX services has become an integral part of our SaaS backend strategy. Not only do we get the SQL enterprise level support needed for real time monitoring and troubleshooting, we also enhanced efficiency in our day to day SQL related operations and during Maintenance Windows. All with a fifth of the cost compared to building our own team of DBAs."

- Technology Client

"We initially started working with RDX to help augment our on staff DBA after some turnover. While looking at options in the industry, RDX frequently came up as a positive experience for others. Since signing on with RDX several years ago they have become a close extension of our team and their staff have developed a good working relationship with our internal team. They have helped take some of the load and stress of our staff by assisting with monitoring issue resolution and project implementations across our database environment. Definitely recommended!"

-Transportation Client

"We've been customers of RDX for over 3 years and have been completely satisfied with their diligence and initiative. Their specialists regularly monitor our backend, advise us on steps to be taken, schedule regular updates, and let us know well in advance that we might exhaust our fund of cheaper hours before the end of the month in case we want to postpone some aspect of support into the next month. We'd be happy to recommend RDX to anyone."

- Non-Profit Client

ABOUT RDX

At RDX, we work together with pride, process and passion to improve the lives and systems of our customers. As the #1 provider and pioneer of remote DBA services, we help organizations drive real competitive advantage from their IT by providing the expertise, services and scale they need to maximize the business value of their mission-critical technologies.

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