RDX's Data Infrastructure Services

We do more than great DBA support. Find the solutions that are right for your business.

Introduction

As a leading technology partner, RDX has helped hundreds of customers accelerate innovation, reduce technology risk, and improve the quality of their data infrastructure environments. From cloud IaaS/DBaaS, OS, BI and managed hosting to additional database platform support, RDX has a wide variety of data infrastructure services that help our clients fully maximize their technology investments and drive their businesses forward. In addition to our best-in-class remote DBA services, RDX provides a robust range of managed services including:

- *Database Administration*
- *Infrastructure Management*
- *Managed Hosting & Private Cloud*
- *Fully Managed Database-as-a-Service*
- *Business Intelligence*

- *Cloud IaaS and DBaaS Support*
- *Oracle EBS*
- *Windows OS & Unix/Linux*
- *Microsoft SharePoint*
- *Microsoft Exchange*
- *Data Protection*
- *Database Refactoring*

Database Administration

RDX provides flexible, scalable, and secure managed DBA services for all major platforms. As the leading global provider and pioneer of remote DBA and data infrastructure managed services, RDX provides clients with hundreds of highly skilled, certified DBA experts to help them migrate, manage, and monitor their database environments. Our fully managed DBA solutions help your organization deliver real competitive advantage by providing the expertise

and solutions you need to maximize your IT investments - all while drastically reducing costs.

From assuming total ownership of your entire database environment to supplemental services designed to augment your internal staff, RDX provides customized service packages fit to your needs. RDX supports all major commercial, open source, and cloud database platforms including SQL Server, Oracle, MySQL, PostgreSQL, MongoDB, DB2, AWS, and Azure.

Infrastructure Management

Streamline, modernize, and scale your IT organization with RDX's end-to-end managed infrastructure services. RDX's people, processes, and solutions are geared to transform your infrastructure to be more resilient, secure, flexible, and cost-effective. RDX delivers comprehensive managed infrastructure services for any environment you choose -whether deployed on-premise, in the cloud, or using a hybrid model. This gives us ultimate flexibility to find and manage the deployment option that's right for you. As your partner, RDX can manage your on-premise infrastructure remotely, manage your public cloud infrastructure, or manage your infrastructure in RDX's private cloud. All services are backed 24x7 by service level guarantees, and save customers 30-60% over traditional support costs.

Managed Hosting & Private Cloud

When you partner with RDX for managed hosting services, you get more than a secure, cost-effective, reliable hosting infrastructure. You get

a partner and a solution capable of pushing your IT strategy to the next level. RDX's private cloud offering delivers the flexibility and value you seek from cloud environments - with the high level of service and customization you've come to expect. Our experts are available 24x7x365 and know your environment inside and out, giving you the peace of mind and protection you need to focus on what matters to your business.

Feel confident hosting your mission-critical applications in secure, state-of-the-art data centers specifically designed to achieve optimal flexibility for even the largest-scale deployment. Whether you choose to host within RDX's private cloud or your own location, our team of experts will provide 24x7x365, turnkey hosting solutions tailored to your business.

Fully Managed Database-as-a-Service

Easily deploy, monitor, provision, and scale your favorite databases on AWS and Azure in minutes with a few simple clicks. It's that easy with G5 - RDX's new fully managed Database-as-a-Service (DBaaS) platform. With RDX G5, you get more than a powerful, high-speed service delivery platform. You get the expertise, services, and scale you need to get ahead and stay ahead. Our fully managed DBaaS combines cloud orchestration and automation with turnkey DBA services to reduce operating costs, speed time-to-market, and simplify your journey to the cloud. RDX's G5 platform delivers a secure, performance-rich, multi-cloud experience with high availability and on-demand scale. RDX provides fully managed

DBaaS for SQL Server, Oracle, MySQL, and PostgreSQL on both public and private clouds, including Amazon AWS and Microsoft Azure.

Business Intelligence

RDX provides a complete set of customizable BI services for Microsoft's SSIS/SSAS/SSRS and Power BI products. From architecture design to report/dashboard creation and mature system monitoring and administration, RDX is able to provide 100% of the support services required to help you transform raw data into actionable insight. RDX works with each customer to tailor a support solution that ensures the client is fully benefiting from their Microsoft BI investment. Our BI specialists will help you select the most appropriate Microsoft product that meets both your budget and your BI business needs. Once a product is selected, RDX is with you every step of the way, from initial system design to ongoing support and daily monitoring.

Cloud IaaS and DBaaS Support

Harness the power of the cloud with RDX's full suite of Cloud DBMS services for Microsoft Azure, Amazon Web Service (AWS) & Oracle Cloud DBaaS and IaaS offerings. Leverage our team of highly skilled, certified cloud experts to help you migrate, manage, and monitor your cloud deployments. As an APN Advanced Consulting Partner and Gold Microsoft Cloud Partner, RDX gains access to a wide range of resources and training to help our customers deploy, run, and manage applications in the Cloud. Our fully managed cloud solutions allow your organization

to access certified technical experts, experience real- time scalability, and leverage the cloud to support digital transformations and business operations.

Oracle EBS Functional Support

RDX's Oracle EBS experts manage 100s of environments daily and have extensive EBS infrastructure, functional, and development experience. While paying strict adherence to technical, functional, and industry best practices, RDX's experts will assist each customer in tailoring EBS to meet their processing requirements and will implement best practices in order that customers get the most out of their EBS product investments. RDX's EBS Team routinely performs conversions, migrations, upgrades, family packs, and patches along with custom PL/SQL interfaces, forms, and reports development. With RDX's Oracle EBS Functional Support, customers will not have to worry about their projects being completed late and over budget.

Windows OS & UNIX/LINUX

RDX's Windows and UNIX/LINUX services are the most effective, affordable solution for today's operating system challenges. RDX has extensive experience providing remote operating system support for Windows and all major variants of UNIX/LINUX. We assume total ownership of the security, performance, availability, and improvement of customers' OS environments. Additionally, our customers are able to leverage the same remote DBA support architecture to reduce their OS support costs and optimize operations.. From initial architecture design,

to mature system maintenance, tuning and monitoring, RDX will customize an OS support solution to meet each customer's needs.

Microsoft SharePoint

RDX's Microsoft SharePoint services provide immediate access to a team of knowledgeable SharePoint support specialists at a cost less than an on-site consultant or full-time employee. From the start, we offer SharePoint design services that optimize your SharePoint experience across your enterprise. Our SharePoint Team has extensive experience performing dozens of installations, conversions, migrations, upgrades and patches. Once your system is up and running, RDX tailors a SLA backed monitoring and support package for all components in SharePoint's technology stack. RDX's flexible SharePoint administration packages allow you to choose just the level of service you need – from supplemental assistance to a total support solution.

Microsoft Exchange

RDX's Microsoft Exchange support services provide you with the peace of mind that comes with knowing your critical communication systems are designed, administered and monitored 24/7 by industry experts. RDX's best-in-class support architecture has been purposely designed to protect the security of our customers' Exchange environments and provide 15 minute connection time guarantees when your systems need quick attention. RDX's Exchange support teams are able to design, implement and support all of the product's highly available architectures and

advanced features. Our database operations center (DOC) provides you with peace-of-mind knowing your environment is monitored 24/7 by a team of specialists dedicated to ensuring your mail systems are highly available and high performance.

Data Protection

RDX's Data Protection offering integrates storage, backup, and disaster recovery into a single, customized solution, reducing capital and operational expenses. RDX helps you build the right cloud backup and disaster recovery strategy for your business through our established, end-to-end backup and DRaaS delivery approach. Our data protection services are custom designed to meet your business, technical and budgetary requirements and can consist of backups, data replication, application recovery, server recovery, assessments, and disaster recovery testing and planning. All solutions are backed 24x7 by tailored SLAs, ensuring you meet critical RPO and RTOs.

Cloud Financial Advisor

A clear understanding of your cloud usage and spend is critical to unleashing the full power of the cloud. RDX's advanced cloud analysis solution, Cloud Financial Advisor, helps your shared IT groups understand every detail about your cloud subscriptions. With RDX CFA, you get fast, comprehensive reporting and analysis of your cloud spending across today's leading public cloud platforms. See who is spending what and where, and take back control of your cloud. RDX's G5 CFA solution helps your organization do more

than just reduce costs. We help you optimize your multi-cloud spend to empower your people and fuel innovation. Let's unleash the power of the cloud, together.

Database Refactoring

clckwrk, an RDX company, is the go-to-partner for Oracle-to-Aurora migration. clckwrk has been helping companies migrate and run Oracle databases and applications on AWS for almost 10 years. From implementations to upgrades to cloud migrations – our team is among the most experienced in the market when it comes to Oracle on AWS. That's why we're the only firm with the resources and knowledge to offer specialized Refactoring Services to help customers move off Oracle and on to AWS Aurora. When you partner with clckwrk on a refactoring project, you work with a team that will help you every step of the way to ensure a smooth migration.

About RDX

RDX is a leading global provider of remote DBA, cloud, and data infrastructure managed services. The company provides secure, 24x7 managed solutions to hundreds of customers across a broad range of systems, deployed in any environment - on-premise, in the cloud, or a hybrid solution. RDX supports a wide range of cloud environments including Microsoft Azure, Amazon AWS, and Oracle DB Cloud; database environments including Oracle, SQL Server, MYSQL, PostgreSQL, DB2 and MongoDB; and operating systems including Windows and UNIX/Linux. RDX also provides business intelligence and applications services for Oracle EBS, SharePoint and Exchange.

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