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 non-DB server monitoring to additional database platform support, RDX has a wide variety of managed database, cloud, and infrastructure services that help our clients fully maximize their technology investments and drive their businesses forward. Find out why RDX is the go-to managed DBA services provider for today’s data-driven organizations.

RDX’s Service Delivery Strategy

RDX’s service delivery strategy differs from most remote DBA providers. RDX understands the critical nature of the DBA role and our goal of providing customers with “peace of mind” requires a high level of trust in our support personnel and delivery architecture. Our DBAs become your DBAs and assume 100% ownership of the systems they support. They have a strong understanding of your database environment and perform the bulk of administrative activities. Their goal is to provide their customers with the highest quality support possible.

Doing business with a service provider shouldn’t be complex or challenging. RDX’s service offering is designed to provide a positive customer experience throughout the entire relationship life-cycle. From fully customizable service packages with no extra fees and complex tiers to simple work request and reporting mechanisms, RDX has one goal - make it easy for our customers to do business with us.
Ease of Doing Business - “One Rate for Everything We Do”

RDX’s service delivery offering is designed to provide a positive customer experience throughout the relationship lifecycle. RDX works with each customer to tailor a support relationship that meets their unique requirements. Customers choose the services they need, when they need them. RDX does not offer tiers of services which force clients into a higher level tier for complex feature administration or off-hour support services. RDX offers one rate for all support activities.

Customers have access to a ServiceNow portal that allows them to enter new change requests as well as check on the status of existing work items. Customers are sent weekly reports that provide a detailed breakdown of all activities RDX support professionals have performed during the current reporting period. The customer’s primary and secondary DBAs can be contacted by phone, email support group, individual emails or the customer’s preferred chat software.

Personalized Service - “Our DBAs Are Your DBAs”

RDX customers are assigned Primary and Secondary DBAs who are responsible for learning your environment to ensure RDX delivers consistent, high-quality, support. DBAs are assigned to the customer based on the database products deployed, features utilized and corporate personality profile.

Primary DBAs are the owners of that account and become responsible for the customer’s satisfaction with RDX services. They are also responsible for learning the customer’s toolsets, overall support and change management strategies, what makes them “lay awake nights” and day-to-day support requirements.

Their goal is build a strong rapport and level of trust with your organization.

Primary DBAs perform the bulk of the administrative activities. They do not act as “pass throughs” to assign work requests to the cheapest resource possible. RDX DBAs will assign activities to secondaries and Subject Matter Experts, but they know the skill sets and experience of the team member being assigned the requests. Primaries assume 100% ownership of your systems.functions.

Dedicated, Advanced-Feature Subject Matter Experts (SME)

The database environment has become so complex that it prevents database administrators from becoming experts in all facets of the database’s technology. RDX’s large technical staff allows us to increase operational efficiency by creating specialists in advanced database features. Support staff members showing strong skills in key database disciplines which include backup/recovery, HA architectures, SQL and database tuning, UNIX/Windows scripting, and database security are asked to join SME teams to further improve their skill sets. RDX allocate SMEs to provide additional deep-dive expertise to your Primary DBA.

Database Operations Center

RDX dedicates an entire team that is responsible for creating, implementing and enhancing a strategic blueprint for the proactive monitoring and troubleshooting required to reduce and prevent database problems. The DOC team is much more than a group of help desk technicians with a limited knowledge of database and OS administration.
RDX’s DOC team consists of dedicated professionals who are trained in database administration, monitoring, problem prevention and quick problem resolution. DOC specialists meet internally, and with clients, in a constant effort to improve system performance and availability.

**Dedicated Onboarding Experts**

RDX provides a team of personnel that specialize in client onboarding. RDX has learned that adhering to a well-defined integration project plan created by a dedicated Customer Onboarding Concierge ensures a high-quality transition. The Onboarding Project Coordinator assumes total responsibility for the success of each integration. Led by the Onboarding Project Coordinator, the RDX Onboarding Team establishes communications and regularly scheduled meetings with customers to quickly integrate their systems into RDX’s support architecture and identify and resolve all potential issues.

**Service Delivery Experience**

RDX is the recognized pioneer of remote database management services. Since our inception in 1994, our services have helped numerous companies improve the quality of their database environments while reducing the costs associated with onsite database management. Our expertise, experience, and dedication continue to influence and define the remote DBA services industry. Our corporate strategy is to be recognized nationally as the premier provider of remote data infrastructure support services.

**Robust Service Delivery Engine**

RDX’s staff is backed by a monitoring and support infrastructure that has been continuously improved and enhanced over our 20-year history. Immediate contact with support personnel and 15-minute response times to begin active problem resolution are standard inclusions in all customers’ contracts. Advanced telephony and VDI desktops tailored to each customer ensure that our support experts are there when needed. RDX’s specialists utilize industry-leading administrative tools, documentation portals, and time entry and ticketing systems. RDX quality control specialists ensure that our customers are benefiting from the ‘best-in-class’ support practices and products available.

**Visibility Into Your Environments**

RDX’s goal is to improve each client’s understanding of their database environments by providing better visibility into their systems. RDX provides all customers with a monitoring portal that allows them to “see what we see.” Customers are able to access their portal at any time to review key OS and DB availability and performance indicators. RDX utilizes an industry-leading monitoring platform to power its monitoring architecture.

**Technology Agnostic**

Get unbiased guidance and support on best-fit cloud and hybrid solutions from a trusted, technology agnostic managed services partner.
Secure, Best-in-Class Data Centers and Private Cloud Offering

When you choose RDX as your managed hosting provider, you get more than a secure, cost-effective, reliable hosting infrastructure. You get a partner and a solution capable of pushing your strategy to the next level. 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. All managed hosting services are delivered through our secure, fully redundant data centers.

Continuity of Support Operations

Maintaining 24x7x365 operations is a critical part of RDX's service delivery architecture strategy. RDX maintains the following plans as part of its BCP strategy: DR Administrative Plan, Crisis Management Plan, Pandemic Plan, and Cyber Security Incident Response Plan. RDX's service delivery operations centers have auxiliary power provided by both UPS and diesel generators. All of RDX's critical support servers are collocated in geographically disparate data centers provided by Expedient, a nationally known data center provider. In addition, RDX maintains an alternate work area hotsite at Ideal Integrations which specializes in BCP/DR.

RDX Technology Advisory Services

RDX understands the importance of the services we provide to our customers and the trust our customers place in us. We are more than just a services provider; we are their technology partners. One of the key responsibilities we have as a technology partner is to maintain continuous research and evaluation efforts involving all leading edge technologies to ensure our customers are employing and benefiting from the best-in-class practices and products available. RDX provides quarterly technology presentations and white papers to customers on various technologies and database features to keep them abreast of current and future offerings.