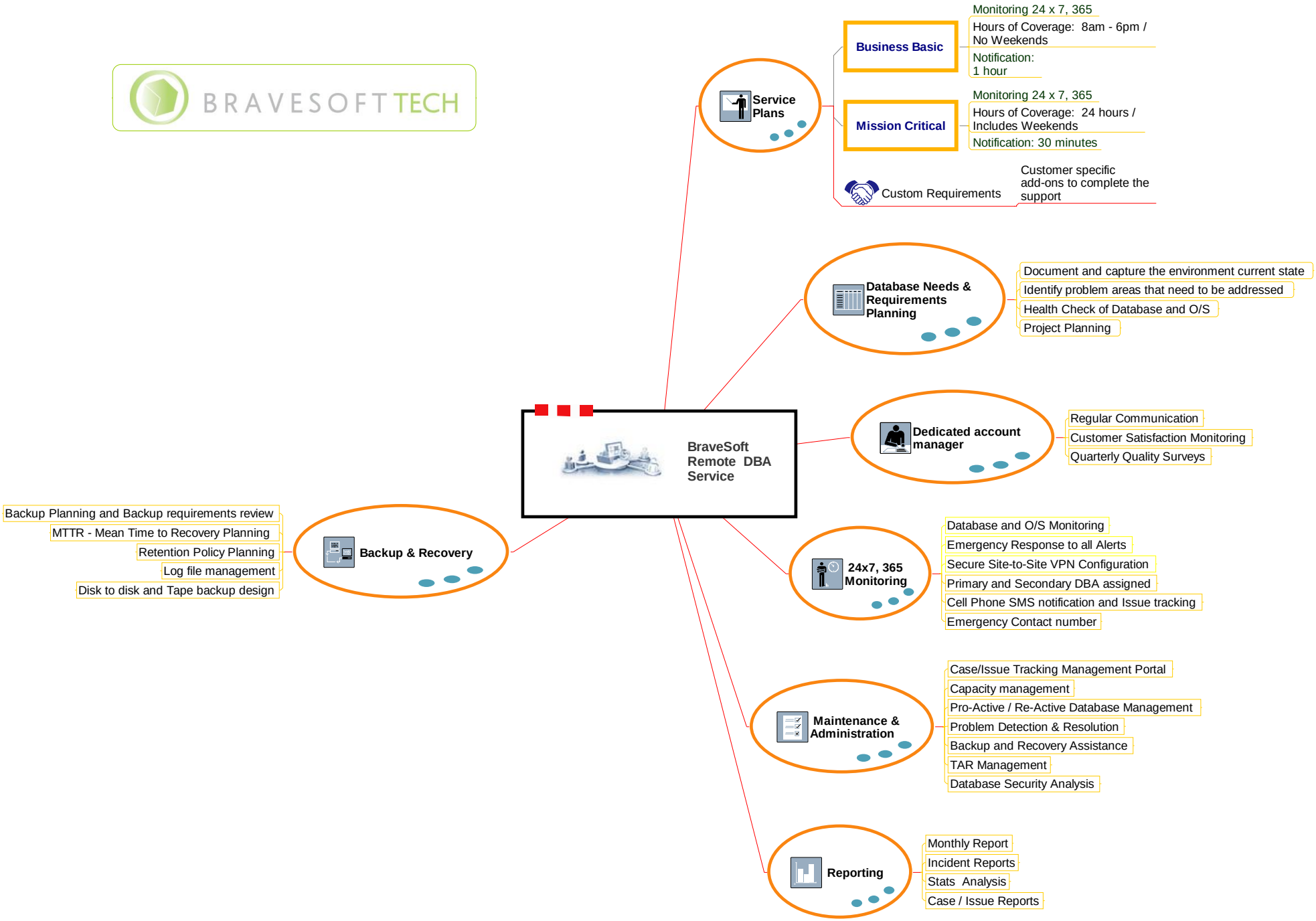
BRAVESOFT TECH
BraveSoft Remote DBA Service
Service Plans
Business Basic
Monitoring 24 x 7, 365
Hours of Coverage: 8am - 6pm / No Weekends
Notification: 1 hour
Mission Critical
Monitoring 24 x 7, 365
Hours of Coverage: 24 hours / Includes Weekends
Notification: 30 minutes
Custom Requirements
Customer specific add-ons to complete the support
Database Needs & Requirements Planning
Document and capture the environment current state
Identify problem areas that need to be addressed
Health Check of Database and O/S
Project Planning
Dedicated account manager
Regular Communication
Customer Satisfaction Monitoring
Quarterly Quality Surveys
24x7, 365 Monitoring
Database and O/S Monitoring
Emergency Response to all Alerts
Secure Site-to-Site VPN Configuration
Primary and Secondary DBA assigned
Cell Phone SMS notification and Issue tracking
Emergency Contact number
Maintenance & Administration
Case/Issue Tracking Management Portal
Capacity management
Pro-Active / Re-Active Database Management
Problem Detection & Resolution
Backup and Recovery Assistance
TAR Management
Database Security Analysis
Reporting
Monthly Report
Incident Reports
Stats Analysis
Case / Issue Reports
Backup & Recovery
Backup Planning and Backup requirements review
MTTR - Mean Time to Recovery Planning
Retention Policy Planning
Log file management
Disk to disk and Tape backup design