03 · OPERATE · DATABASE MANAGEMENT

We monitor your critical databases 24/7 and operate them under an SLA.

Not just Oracle: we provide installation, management, performance and high availability services across all database technologies used in the enterprise.

THE PROBLEM WE SOLVE

It is unclear who will respond to an alert at midnight.

You depend on a single DBA; annual leave or a resignation puts operations at risk.

Performance problems are noticed only through user complaints.

SCOPE OF SERVICES

Oracle and Exadata

The full Oracle stack including Exadata, ExaCC, RAC, Data Guard and GoldenGate; current generations including X11M.

PostgreSQL / EDB

Installation, replication and performance management for community and EnterpriseDB distributions.

SQL Server, MongoDB, MariaDB

Operational management of Always On, replica set and Galera cluster architectures.

Oracle Enterprise Manager

Installation and operation of OEM Cloud Control, monitoring all Oracle assets from a single console.

High availability

Continuously available service architectures with RAC, Data Guard, Always On and Galera.

Performance and capacity

Bottleneck detection through AWR and wait analysis; investment planning based on growth trends.

TECHNOLOGIES

Oracle Database · Exadata / ExaCC · PostgreSQL / EDB · Microsoft SQL Server · MongoDB · MySQL / MariaDB · Oracle Cloud (OCI) · RAC · Data Guard · OEM Cloud Control

QUICK START

Package	Duration	Deliverables
Database Health Check	5 business days	Risk report and priority actions
Managed Services Trial	30 days	First monthly service report

Free discovery call

We spend 45 minutes understanding your environment and priorities. Free of charge.

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Database Management

METHOD

01
Continuous Monitoring

Production databases are monitored 24/7; alerts go straight to the response team.

02
SLA-based support

Defined response and resolution times by criticality level.

03
Proactive Maintenance

Patches and version upgrades are applied within planned downtime windows, backed by risk analysis.

04
Capacity planning

Growth trends are monitored; hardware and licence investments are planned at the right time.

05
Monthly Reporting

Health status, incidents and improvement recommendations are presented in management reports.

HIGH AVAILABILITY, BACKUP AND SECURITY BY PLATFORM

Platform	High availability	Backup	Data security	Licensing note
Oracle Database	Data Guard, Active Data Guard, RAC	RMAN full/incremental, archive logs, point-in-time recovery	TDE, Data Redaction, Data Masking and Subsetting	Active Data Guard, RAC and Advanced Security are licensed separately; this is clarified before quoting
Microsoft SQL Server	Always On AG, FCI, log shipping	Full/differential/log backups, point-in-time recovery, backup verification	TDE, Dynamic Data Masking, Always Encrypted, Row-Level Security, SQL Server Audit	AG and some security features depend on the edition (Standard/Enterprise)
PostgreSQL	Streaming replication, Patroni or repmgr, logical replication	PITR and WAL archiving with pgBackRest or Barman	pgcrypto, row-level security, pgaudit	Open source; commercial support is available from providers such as EDB
MySQL	InnoDB Cluster, Group Replication, MySQL Router	Physical with Percona XtraBackup, logical with mysqldump/mysqlsh	TDE (Enterprise), SSL/TLS, audit plugin	Differences between the Community and Enterprise editions determine the feature set

MEASURABLE COMMITMENT

For every database, restore-from-backup tests are performed regularly and their duration is measured. The measured duration is the basis for the committed RTO value.

SOLUTION DETAILS

Oracle Database	The full lifecycle in enterprise Oracle environments, from installation to operations and from migration to licence optimisation.
Exadata / ExaCC	Installation, consolidation, performance and disaster recovery in Exadata and Exadata Cloud@Customer environments.
PostgreSQL / EDB	Enterprise-grade operation of the open-source database and migration from Oracle.
Microsoft SQL Server	High availability, backup and version management in SQL Server environments.
MySQL / MariaDB	Security, performance, backup and version management in MySQL and MariaDB environments.
High Availability and Replication	An uninterrupted data layer with Data Guard, Always On, Patroni and InnoDB Cluster; heterogeneous replication with GoldenGate.
Database Health Check	A comprehensive database audit that uncovers performance, security and configuration risks.
Performance Tuning	Bottleneck analysis across the database, application and infrastructure layers; SQL and PL/SQL optimisation.
Oracle Licensing Consulting	Licence compliance, inventory, optimisation, BYOL and contract renewal support; flexible licensing with SU BOP.