

Detail - Monthly Services

Monthly Services (part of the monthly cost)

Monthly Services Include

- Monitoring Services
- Weekly Reports
- Weekly Statistical Reports
- Monitoring Notification
- Database Urgency Calls
- Table Urgency Calls
- All other services included in the Monitoring Services

Monthly Support Hours Include

- Continuous Performance Analysis
 - Database Analysis
 - Table Analysis
 - Fix Failed Jobs
 - Fix/Re-Write Long Running Queries
 - Blocking Issues
 - Security Issues
- * Never exceed assigned hours without client's approval*

Preventive Maintenance and Performance

- Database Consistence Check (weekly)
 - Table Consistence Check (weekly)
 - Table Re-index Process (weekly)
 - Table Statistical Update (weekly)
 - Table Scan Identify (daily)
 - Tables Without Indexes Identify (weekly)
 - Memory Configuration and Setup (daily)
 - Database File and Log File Location (weekly)
 - User Connectivity (daily)
- * Part of the Monitoring Services (no additional charge)*

Additional Services (charges apply)

Consulting Projects

- Migration Project
 - Consolidation Project
 - Cluster Server Installation
 - Database Design and Architecture
 - Thorough Performance Analysis (SPs and Indexes)
 - DTS Design
 - Replication, Mirroring, DB Snap Shot Setup
 - Log Shipping Setup
- * Deducted from the monthly hours*
** Additional charges are at \$100 an hour*

Services Not Supported

Not Part Of Our Services

- Programming Front-End Application(s)
 - OS Installation
 - OS Issues
 - 3rd Party Backup Process
 - Application(s) and Services Installed on the OS
- * Can refer to partner for these services and support*

Minimal Support

- Front-End Application (recommendation only)
- Hardware (recommendation only)