

SQL Services Ltd

Capabilities Statement

SQL Server and Oracle Database Services



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1. Company Overview

SQL Services is a New Zealand company that has specialised in SQL Server over the past twelve years and Oracle over the past eight years. With a dedicated team of 45+ staff the SQL Services team is the largest commercial Database Administration and Consulting team in New Zealand and Australia. We provide pro-active database administration (DBA) services in Microsoft SQL Server and Oracle environments. In keeping a tight focus, SQL Services is able to provide these services at the high end of the market, building expertise and support systems tailored to support of both of these database management systems.

SQL Services has a skilled Database Administration Team operating out of our Remote Support Centre in Nelson. This DBA team provide our contracted clients day to day expert SQL Server and Oracle management under the control of the DBA Services Manager, who is responsible for delivery of our Service Level Agreements and ensuring the quality of our support is maintained.

In addition, SQL Services has a Senior SQL Server Consulting team dispersed throughout various cities, including Auckland, Wellington and Christchurch, who can be available onsite at any New Zealand or Australian location to address high end SQL Server requirements. We have Senior Oracle Consultants in Auckland and Wellington who can be available onsite at any New Zealand or Australian location to address high end Oracle requirements. Our General Manager is based in Nelson and our Business Development Managers are located in Auckland, Wellington and Christchurch.

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2. Delivery Model

We recognise the need to partner with leading technology companies to enable us to support their customers in the provision of total solutions. We enable partners to easily bundle our service offerings, along with their own.

SQL Services has a very structured DBA Support model that has had substantial investment in process, systems, knowledge base and reporting engines. We have extensive quality control systems in place that ensure we deliver consistent quality of service to our customers. If problems should arise we are quick to address issues and take action to ensure such problems do not re-occur. It is a key goal of our business that we should be easy to deal with for both our customers and partners.

SQL Services entered the Australian market in 2003. Our Remote Support offerings are now available to Australian organisations and we have expanded our Senior Consulting team to meet the demands for experienced on site SQL Server and Oracle consulting resources. We are continually building relationships with new business partners and are extending our partner relationships to include Australia's leading Information Technology Service Providers.

3. Skills & Experience

With a dedicated team of 45+ staff the Database Services practice is the largest commercial SQL Server DBA and Consulting team in Australasia. SQL Services has been in operation for over 12 years and has extensive experience and intellectual property across the full range of consulting and DBA support services on offer. Key areas of focus:

- Database Auditing (Health Check).
- Database Readiness Check.
- Database Upgrades.
- Database Migration.
- Database Consulting
- Database Performance and Tuning.
- Database Consolidation.
- Database High Availability.
- Remote Database Administration.
- SQL Server Business Intelligence Remote Administration
- Database Administration Staff Augmentation
- SQL Server Data Warehousing
- SQL Server Reporting Services
- SQL Server Analysis Services
- Database Integration Services and ETL design

SQL Services has highly skilled and certified Senior SQL Consultants based in Auckland, Wellington, Christchurch, Nelson, Sydney and Melbourne

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4. SQL Server and Oracle Database Management

SQL Services Managed SQL Server and Oracle Services offer the flexibility to choose the level of service you require. Whether you need daily reporting for critical data, or monthly monitoring of less crucial information, SQL Services can provide a tailored solution to meet your needs. This solution can even scale to meet the changing needs of your business and variations in your resource availability.

SQL Services offers a large team of leading specialists in SQL Server and Oracle spread throughout Australia and New Zealand to deliver highly specialised proactive database administration (DBA). Not only do we have real-world experience in database administration, but we also use proven methodologies for managed services delivery.

SQL Portal

The customer Secure Portal is an easy-to-use interface available under all levels of managed service. By providing graphs, monitoring, reports, trend information, alerts, capacity planning and an audit trail of the services we undertake on the clients behalf, the portal offers a unique level of control and visibility.

Customer		Management			Security			SQL Instance			Databases			
Code	Instance Name	Alive	Backups	Agent	Logins	SA	Users	Config	Disk	Errors	Options	Sizes	±DB	Alerts
SSL	SSLAlistair	✓	✓	✓	✓	✓	✓	✓	✓	?	✓	✓	✓	✓
SSL	SSLTest1	✓	✓	✓	✓	✓	✓	✓	✓	?	✓	✓	✓	✓

Customer		Availability				Performance		Long Held		Storage		Security		Schema	
Code	Instance Name	Alive	Lsnrs	Errors	Logs	Cache	Redo	DML	Sess	OS	TS	DBA	Users	Obj	Jobs
SSL	DEV2RH8\LN9IR2	?	?	✓	✓	?	?	✓	✓	✓	✓	✓	✓	✓	✓
SSL	SSLDEV2\SSL920D	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Managed SQL Server Support Levels (Gold, Silver, Bronze)

SQL Services three levels of managed service for SQL Server and Oracle provide cost-effective and flexible options to select the components and frequency of service required.

Gold

This option provides a complete, cost-effective, SLA-backed solution for SQL Server and Oracle data protection. This solution uses day-to-day administration of backup tasks, full technical and management reporting, and capacity planning. In essence, SQL Services is the Production DBA. Choose this option when there is no internal DBA.

Silver

This model splits the role of Production DBA between the client's staff and SQL Services. We help your internal resources effectively manage a Production SQL Server or Oracle environment while providing coverage and escalation for unresolved issues. In addition we provide an audit and reporting cycle to ensure the database environment is maintained to best practice levels. Choose this option when there is an internal junior DBA / DBA developer or sys admin person doing some of the DBA work.

Bronze

Provides the information, tools (including our Secure Portal) and access to highly skilled and certified DBA resources when needed to ensure the clients DBA team can effectively manage the SQL Server or Oracle environment plus an audit and reporting cycle of the client's choice. Choose this option when there is an internal DBA or when cost is critical.

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Managed SQL Server Services Summary

Service Components	Bronze	Silver	Gold
Incident management	✓	✓	✓
Business hours problem management	✓	✓	✓
Access to SQL Dashboard	✓	✓	✓
Service review meetings	✓	✓	✓
Managed SQL Server audit and reporting tasks	✓	✓	✓
Maintain database administration documentation	x	✓	✓
Post incident review	x	✓	✓
In-house database administrator leave support	x	20 days/yr Gold support	N/A
Proactive Tasks			
▲ Reviewing disk and database growth	✓	✓	✓
▲ Reviewing SQL Server error logs	✓	✓	✓
▲ Monitor Managed SQL Server backup process	✓	✓	✓
▲ Run database consistency checks	✓	✓	✓
▲ Run database optimisations	✓	✓	✓
▲ Create incident reports after unplanned outage	x	✓	✓
▲ Coaching in-house database administrator in SQL Server	x	✓	✓
▲ Managing changes to Managed SQL Server Configuration	x	✓	✓
▲ Database creation and deletion	x	x	✓
Routine Tasks			
▲ Resolve database backup issues	✓	✓	✓
▲ Resolve SQL Services DBA Template issues	✓	✓	✓
▲ Re-applying DBA Template after failure	x	✓	✓
▲ Management of cluster failover and fail back	If option selected	If option selected	If option selected
▲ Resolution of log shipping issues	If option selected	If option selected	If option selected
▲ Resolution of database mirroring issues	If option selected	If option selected	If option selected
▲ Investigating SQL alerts and errors	x	escalation	✓
▲ Assist with database consistency errors	x	escalation	✓
▲ Rebuilding Managed SQL Server after failure	x	✓	✓
▲ Applying SQL service packs and patches	x	✓	✓
▲ Troubleshooting database and log files	x	x	✓
▲ Investigating server performance issues	x	x	✓
▲ Restoring production databases	x	✓	✓
▲ Troubleshooting database locking issues	x	x	✓
▲ Managing SQL security	x	x	✓
▲ Liaison with key users for input to report	✓	✓	✓
▲ Liaison with application providers re SQL support	x	x	✓
▲ Troubleshooting user connectivity problems	x	x	✓
Service Options			
Pre-purchased support calls	Optional	Optional	Optional
After hours problem management	Optional	Optional	Optional
Performance monitoring framework	Optional	Optional	Optional
Change control window	N/A	Optional	Optional
Managed SQL Server log shipping support	Optional	Optional	Optional
Managed SQL Server cluster support	Optional	Optional	Optional
Managed SQL Server replication support	Optional	Optional	Optional
Managed SQL Server database mirroring support	Optional	Optional	Optional
Managed SQL Server database snapshot support	Optional	Optional	Optional
Managed SQL Server reporting services monitoring	Optional	Optional	Optional

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Managed Oracle Services Summary

Service Components	Bronze	Silver	Gold
Incident management	✓	✓	✓
Business hours problem management	✓	✓	✓
Post Incident review	x	✓	✓
Documentation maintenance	x	✓	✓
Access to the Oracle® Portal	✓	✓	✓
Service review meetings	✓	✓	✓
Audit and reporting	✓	✓	✓
Liaison with key users to obtain their input to audit and reporting	✓	✓	✓
In-house database administrator leave support	x	✓	-
Proactive tasks			
▲ Monitor Managed Oracle® Database Instance up/down status	✓	✓	✓
▲ Monitor Oracle® Listener up/down status	✓	✓	✓
▲ Review disk and database growth	✓	✓	✓
▲ Buffer cache hit ratio	✓	✓	✓
▲ Review alert and TNS log errors	✓	✓	✓
▲ Monitor redo log switches	✓	✓	✓
▲ Monitor init.ora changes	✓	✓	✓
▲ Monitor number of active sessions	✓	✓	✓
▲ Monitor DML locks	✓	✓	✓
▲ Monitor long sessions	✓	✓	✓
▲ Monitor file systems sizes	✓	✓	✓
▲ Monitor alert and TNS log sizes	✓	✓	✓
▲ Monitor new and resized data files	✓	✓	✓
▲ Monitor new and deleted tablespaces	✓	✓	✓
▲ Monitor tablespace sizes	✓	✓	✓
▲ Monitor tablespace alerts	✓	✓	✓
▲ Monitor failed/broken Oracle® jobs	✓	✓	✓
▲ Monitor updates to statistics history	✓	✓	✓
▲ Monitor object alerts	✓	✓	✓
▲ Coach in-house database administrator in Oracle®	x	✓	-
▲ Manage changes to Oracle® configuration	x	✓	✓
Routine tasks			
▲ Investigate database backup issues (when using RMAN direct to local attached disk)	x	i	✓
▲ Re-apply DBA Template after failure	✓	✓	✓
▲ Configuration changes	x	i	✓
▲ Investigate alerts and errors	x	i	✓
▲ Recover Managed Oracle® Database Instance in event of failure	x	i	✓
▲ User, permission and password maintenance at a database level	x	x	✓
▲ Modify and distribute centralised and server-side TNSNAMES files	x	x	✓
▲ Investigate and resolve issues identified by the Oracle® Portal	x	i	✓
▲ Apply Oracle® security alerts and patches (limited to 4 per year)	x	x	✓
▲ Isolate server performance issues	x	x	✓
▲ Liaise with application providers re Oracle® issues	x	x	✓
▲ Troubleshoot user connectivity problems to the Managed Oracle® Database Instance	x	x	✓
Managed Oracle® Database Instance rebuild	x	x	✓

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Service Components	Bronze	Silver	Gold
Service Options			
Pre-purchased support calls	Optional	✖	✖
After hours problem management	-	Optional	Optional
Change control window	-	Optional	Optional
Oracle® Replication support	Optional	Optional	Optional
Oracle® Standby or Data Guard support	Optional	Optional	Optional
Oracle® cluster support	Optional	Optional	Optional
<i>i SQL Services will provide discretionary assistance subject the nature of the issue.</i>			

5. Who are our customers

SQL Services customers are prudent organisations with SQL Server and Oracle environments that are mission critical or of high business value. Our role is to mitigate the risk associated with data stored in SQL Server and Oracle databases. SQL Services has customers in Australia and New Zealand. Our customers include:

- *University of Auckland*
- *Genesis Energy*
- *Trustpower*
- *JB Hi Fi*
- *Mighty River Power*
- *Downer New Zealand*
- *Tasman District Council*
- *Ballance Agri-Nutrients*
- *Terralink*
- *Museum of New Zealand*
- *Kathmandu*
- *Nelson Management Limited*
- *Ministry of Health*
- *Nelson City Council*
- *Christchurch City Council*
- *Lincoln University*
- *Ministry of Transport*
- *Marlborough District Council*
- *Dunedin City Council*
- *Scenic Circle Hotels*
- *Solid Energy*
- *Civil Aviation Authority*
- *NZ Trade and Enterprise*
- *Blue Care*

6. Database Audit (Health Check)

Our Server Health Check provides IT managers with an audit of their environment to assess if their SQL Server and Oracle platforms are appropriately configured. It also identifies if data held in their SQL Server or Oracle databases is at risk from poor database recovery or security issues. Our proven methodology can be applied to any version of SQL Server from 2000 upwards and for Oracle 9i and upwards.

SQL Services have now conducted this process on many hundreds of servers over the past 10+ years and have extensive knowledge of what to look for and what really matters in a database environment. Our findings are presented to customers in a comprehensive professional report and are followed up by an onsite debrief to work through the findings with the customers technical staff and agree a clear action plan.

7. Database Performance and Tuning

Performance hassles can sometimes be resolved quickly with simple configuration changes to the database environment. Many applications can achieve major performance gains by following some best practice guidelines for development on both SQL Server and Oracle. Often customers have suffered extended periods of poor performance that was quite resolvable with the right focus and expertise on hand. In

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other cases, extensive research is required to isolate the source of performance problems and then initiate plans for resolution or alleviation of performance bottlenecks.

SQL Services has a structured methodology for resolving performance problems for both SQL Server and Oracle environments as follows:

- Review: Server Audit (Health Check) and collection of preliminary performance data to identify at a high level where key bottlenecks appear to reside e.g. server side versus client side, disk, ram, CPU.
- Analyse: Detailed collection of targeted Operating System and SQL Server / Oracle counters, comprehensive analysis of performance bottlenecks, clear set of action items aimed at resolution of critical SQL Server / Oracle performance issues.
- Resolve: Working with in house or external application providers to target troublesome database queries, indexing regimes and database design to achieve long term performance gains.

8. SQL Server Database Upgrades

There is a lot of uncertainty as to the “how to” side of upgrading SQL environments. While there are some useful utilities and wizards available for performing upgrades, there is a strong requirement to perform a structured and managed process for completing these upgrades in mission critical production environments. SQL Services brings over 11 years’ experience in performing upgrades. Key aspects of our approach include:

- Completing a SQL Readiness review
- Workshop with all stakeholders to review the process, timeline and responsibilities for the upgrade project.
- Liaison with internal and external application providers to determine detailed requirements and timing for SQL upgrade process.
- Setup of test environment for SQL upgrade target.
- Building and documenting testing plans for upgrade in association with customer application testing resource.
- Assessing the timing and resource requirements to perform upgrade of each application/database involved.
- Produce project plan for completion of the SQL upgrade, including clear roll back strategy for production environments.
- Workshop to present plan and process to all stakeholders and gain approval.
- Identify requirements for on-going support of upgraded environment.
- Produce post upgrade DBA documentation for pass over to the business.
- Project Manage the upgrade process through to signoff in production environment.

9. Oracle Upgrades

When upgrading Oracle version's there is a strong requirement to perform a structured and managed process for mission critical production environments. SQL Services brings a number of years' experience in performing Oracle upgrades. Key aspects of our approach include:

- Completing an Oracle Upgrade Readiness Check.
- Workshop with all stakeholders to review the process, timeline and responsibilities for the upgrade project.
- Liaison with internal and external application providers to determine detailed requirements and timing for Oracle upgrade process.
- Setup of test environment for Oracle upgrade target.
- Building and documenting test plans for upgrade in association with customer application testing resource.
- Assessing the timing and resource requirements to perform the upgrade of each application/database involved.
- Produce project plan for completion of the Oracle upgrade, including clear roll back strategy for production environments.
- Workshop to present plan and process to all stakeholders and gain approval.
- Identify requirements for on-going support of upgraded environment.
- Produce post upgrade DBA documentation for pass over to the business.
- Project Manage the upgrade process through to signoff in production environment.

Note: *SQL Services can provide clients with our Managed Oracle service for fully managing an Oracle environment or operating in a shared management model with our clients.*

10. SQL Server Database Migration

Many clients have now standardised on SQL Server as their database platform of choice. However there are often legacy environments on other database platforms that are becoming increasingly difficult and expensive to manage. This includes Oracle, DB2 and Sybase. SQL Services offers a SQL Server Database Migration service to help clients perform what can be a complex and difficult process.

- Completing a SQL Server Readiness review
- Workshop with all stakeholders to review the process, timeline and responsibilities for the migration project
- Liaison with internal and external application providers to determine detailed requirements and timing for SQL Server migration process.
- Setup of test environment for SQL Server migration target.
- Perform initial database migration (or proof of concept) in test environment for each database to be migrated and provide migration requirements assessment to application owners.

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- Provide support to application owners in completing changes to the application and database to support the move to a new SQL Server environment.
- Review application / database performance statistics and produce server sizing for production SQL Server environments.
- Assess and document licensing requirements for SQL Server requirements.
- Produce project plan for completion of the SQL Server migration.
- Workshop to present plan and process to all stakeholders and gain approval.
- Identify requirements for on-going support of migrated SQL Server environments.
- Produce post upgrade DBA documentation for pass over to the business.

11. Oracle Migration

Customers may choose to standardise on Oracle as their database platform of choice; however there are often legacy environments on other database platforms that may become increasingly difficult to manage. This includes SQL Server, DB2 and Sybase. SQL Services offers an Oracle Database Migration service to help customers perform what can be a complex and difficult process.

- Completing an Oracle Server Readiness Check (as described above).
- Workshop with all stakeholders to review the process, timeline and responsibilities for the migration project.
- Liaison with internal and external application providers to determine detailed requirements and timing for Oracle migration process.
- Setup of test environment for Oracle migration target.
- Perform initial database migration (or proof of concept) in test environment for each database to be migrated and provide migration requirements assessment to application owners.
- Provide support to application owners in completing changes to the application and database to support the move to Oracle.
- Review application / database performance statistics and produce server sizing for production Oracle environment.
- Assess and document licensing requirements for Oracle.
- Produce project plan for completion of the Oracle migration.
- Workshop to present plan and process to all stakeholders and gain approval.
- Identify requirements for on-going support of migrated Oracle environment.

12. SQL Server Upgrade Readiness Review

As part of preparing our customers for SQL Server 2012, SQL Services offer a SQL Server Readiness Review to help customers assess their ability and requirements to move to SQL Server 2012. A key aspect of this process is to ensure all parts of the puzzle have been considered and the customer has a clear plan of action to take back to the business. Key aspects of this service include:

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- Conduct a snapshot audit of the existing SQL Server environment to understand existing hardware, Operating System, SQL Server versions and applications residing on the server.
- Review existing licensing model for SQL Server environments and assess the implications for the move to SQL Server 2012.
- Consider the hardware requirements for implementing a SQL Server 2012 environment.
- Run Microsoft SQL Server upgrade advisor utility to identify any upgrade issues.
- Identify roadblocks and risks to a SQL Server 2012 upgrade process for the customer environment.
- Conduct a knowledge sharing workshop with the customer to help identify the business advantages for moving to SQL Server 2012 that are a fit for the customer's environment.
- Produce a report on findings and clear recommendations for what steps need to be taken by the customer to prepare for upgrading to SQL Server 2012.

Note: The SQL Services team will also provide support to customers to perform the SQL Server 2012 upgrade as a separate project.

13. Oracle Upgrade Readiness Review

As part of preparing our customers for an Oracle Version upgrade, SQL Services offer an Oracle Upgrade Readiness Review to help customers assess their ability and requirements to move to a new version of Oracle. A key aspect of this process is to ensure all parts of the puzzle have been considered and the customer has a clear plan of action to take back to the business. Key aspects of this service include:

- Conduct a snapshot audit of the existing Oracle environment to understand existing hardware, Operating System, Oracle versions and applications residing on the server.
- Review existing licensing model for Oracle environments and assess the implications for the move to a new Oracle Version.
- Consider the hardware requirements for implementing a new Oracle Version.
- Identify roadblocks and risks to an Oracle upgrade for the customer environment.
- Conduct knowledge sharing workshop with customer to help identify the business advantages for moving to a new Oracle version.
- Produce a report on findings and clear recommendations for what steps need to be taken by the customer to prepare for upgrading to a new Oracle Version.

Note: The SQL Services team will also provide support to customers to perform the Oracle Upgrade as a separate project.

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14. Database Consulting

Many clients require various levels of database consulting. SQL Services offers highly skilled and experienced consultants who can work with clients to understand their requirements. Examples of Database Consulting include:

- Database Strategic Reviews
- Database Environment Designs
- Database Trouble Shooting
- Database Installations
- SQL Server Reporting Services Installations
- SQL Server Analysis Services Installations
- Database Disaster Recovery
- General SQL Server and Oracle advice and guidance

15. Database Consolidation

As a result of a highly distributed computing environment over the past 5-10 years many IT Managers now find themselves with a plethora of SQL Server and Oracle Servers spread throughout their organisation in an unmanaged and inconsistent manner. SQL Services offers a Database Consolidation review which helps clients get control of their environment and in the process helps reduce licensing and on-going maintenance costs for the environment. Key aspects of this service include:

- Conduct an audit across the whole database environment.
- Interviewing systems, database and applications administrators as required.
- Liaise with customer staff over application business function, availability requirements, application demands and performance history.
- Review potential for shared storage systems for database data.
- Review impact of consolidation plan on tape backup solutions for database environments.
- Review database licensing implications associated with consolidation.
- Review database pre-production (test) and development server requirements.
- Review potential to use SQL Server or Oracle as a migration target.
- Conduct workshop(s) with key technical and business personnel to discuss the technical and business needs for storage, backup, DR and relevant SQL Server and Oracle management policies.
- Brief relevant parties on recommendations for database plan for consolidated environment.
- Produce comprehensive report and recommendations with practical action plan

Note: The SQL Services SQL team will also provide support to clients to implement the consolidated SQL Server or Oracle model as a separate project.

16. Database High Availability

As SQL Server and Oracle have increasingly moved into mission critical environments many clients are now putting more consideration into business continuity requirements for their core database application environments. SQL Services has extensive experience with design, implementation and support of high availability environments across both database platforms and versions. Key aspects of our approach include:

- Review current production and standby server roles in LAN/WAN.
- Review production and standby database configuration for this environment
- Review the current backup/recovery model in operation for the production and standby SQL Server and Oracle Servers in association with the selected disaster recovery solution.
- Liaise with key application developers regarding any identified application issues or changes associated with the selected disaster recovery solution.
- Review potential for shared storage systems for database data.
- Review server hardware specification requirements for production and standby servers and provide recommendations on any upgrades or new server requirements as required.
- Review specific high availability gains to be made from adopting the later versions of SQL Server and Oracle.
- Prepare disaster recovery implementation work plan for selected solution.
- Design and prepare SQL Server and Oracle scripts required to support implementation work plan.
- Document requirements for the disaster recovery failover and fail-back procedures.
- Comprehensive report and recommendations on database high availability.
- Customer workshop to work through report, recommendations and action plan.

Note: The SQL Services SQL Server and Oracle teams will also provide support to clients to implement the high availability SQL Server and Oracle models as a separate project.

17. SQL Business Intelligence (BI)

SQL Server and accompanying Microsoft solutions now provide an advanced and mature Business Intelligence (BI) Platform upon which SQL Services has built the following capabilities:

- A strong background in the design and implementation of Microsoft Business Intelligence solutions using the SQL Server product suite.
- Extensive expertise with Microsoft related BI infrastructure and reporting solutions, and the proof of this expertise through the projects completed to date. SQL Services has delivered numerous Microsoft SQL Server (including Analysis Services, Reporting Services and Integration Services) solutions.

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- Service offerings include SQL Server BI Awareness Session, SQL Server BI Strategic Roadmap, SQL Server BI Requirements Gathering, Specific or targeted SQL Server BI Consulting (SSAS, SSRS, SSIS, Data Warehouse) and End-to-End SQL Server BI Solution Architecture, Build, Deployment and Support.
- A thorough implementation and development methodology based on industry and technology best practices, and repeatable processes.
- A database services team with strong Microsoft BI experience and capabilities.
- Strong links with the local Microsoft solution team and BI community partners throughout Australasia.

Core MS BI Technologies Include;

- SQL Server Database Engine (for Data Warehousing)
- SQL Server Reporting Services
- SQL Server Analysis Services
- SQL Server Integration Services

SQL Services Packaged Microsoft BI Consulting Services

- BI Awareness Session
- BI Road Map
- Proof of Concept BI Requirements Gathering
- End to End BI Solution
- Data Warehouse
- Reporting Creation
- BI Mentoring and Guidance
- BI Competitive Migration

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18. SQL Server BI Management

SQL Services managed BI service is designed to give organisations the assurance that their BI investments are well configured, performing to expectations and appropriately protected.

Business Intelligence (BI) is playing an ever-increasing role in organisations of all sizes, and as such it is becoming increasingly critical that BI assets are online, responsive, secure and recoverable at all times.

SQL Services Managed SQL Reporting Services service provides customers with a specialised service under which the health and configuration of the SQL Server Reporting Services are reviewed, monitored and reported on.

19. Database, Business Intelligence and Development Staff Augmentation

Many clients have a need for short and long term skilled SQL Server Infrastructure, Business Intelligence and Development DBA's. SQL Services through our Staff Augmentation services can provide skilled and experienced DBA's to work on site for periods of a few days to 6 + months. All candidates presented by SQL Services have been rigorously assessed to ensure they possess the required skills and experience.