

**NODE4**

# G-Cloud 15 Service Description

**DBA Consultancy and  
Support (SQL, Oracle  
and MySQL)**



# ABOUT THE SERVICE

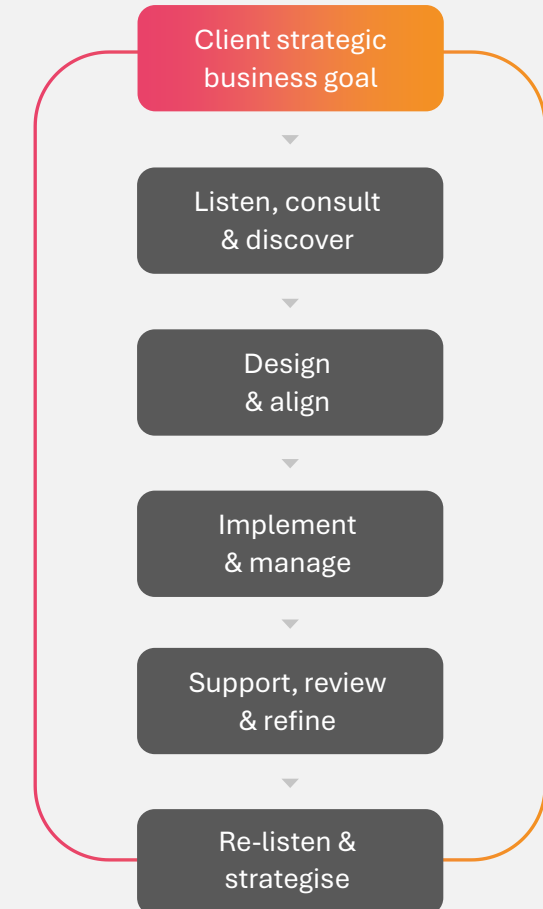
The DBA Consultancy service grants access to a team of multi-vendor team of Database Administrators (DBAs) dedicated to ensuring the optimal health and performance of your databases. Our service extends across SQL Server, Oracle, Couchbase, and MySQL, aiming to align with your business's specific needs for robust and efficient database management. This service is applicable for private infrastructure, public cloud and hybrid cloud environments.

Service features encompass expert DBA support for a range of databases, deep database expertise for operational efficiency, health and optimisation aligned with business objectives, multi-vendor expertise, proactive maintenance to prevent issues, implementation of best practices for security and data protection, performance tuning and troubleshooting, support for database scalability and growth, custom solutions tailored to business requirements, and compliance with UK data governance and regulatory standards.

The benefits include ensuring database reliability and uptime, enhancing database performance for improved application responsiveness, reducing database management and data security risks, providing access to DBA experts, offering diverse database expertise for any engagement length, improving database scalability, delivering tailored database strategies, facilitating compliance with governance and regulatory standards, optimising database resources for cost management, and strengthening IT infrastructure through robust database support.

However, the service's effectiveness is contingent upon your organisation's readiness to adopt recommended changes and best practices. Access to your database systems for assessment and optimisation is essential, which may involve internal security protocols. While our service covers a wide range of database technologies, highly customised environments may present unique challenges. Our consultancy is designed to align with UK data governance standards, requiring adaptability of your systems to these regulations. Successfully navigating these constraints is crucial for maximising the benefits of the DBA Consultancy service.

## ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

# NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &  
Advisory

S

Strategy  
& Business Case

P

Design & Planning

I

Implementation,  
Testing & Go Live

R

Handover  
to Run

E

Service Evolution  
& CI/CD

One Transformation Journey – Many Pathways to Discover

# DATA & AI

## Analysis and Strategy

Data & Analytics  
Reporting  
Assessment

Data Platform  
Review and  
Recommendation

Data Architecture  
Assessment

Data Strategy

Data Maturity  
Assessment

Reporting  
Outcomes Strategic  
Definition

## Plan and Implement

Azure Synapse  
Ad-hoc  
Consultancy

Database  
Installation

FABRIC | Power  
BI ad-hoc  
Consultancy

Database  
Migration (Azure  
SQL DB)

Fabric Data  
Warehouse

Fabric/Power BI  
Reporting

Data Science  
and Machine  
Learning

Data Engineering

Master Data  
Management

Power BI  
Accelerator

Modern Data Platform and  
Analytics Architecture

## Run and Evolve

Database High  
Availability

Database  
Consolidation

Database  
Performance  
Tuning

DB Healthcheck  
& Performance  
Optimisation

DBA  
Consultancy

Database  
Upgrade

Data Platform Support

# CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

|                                                                                                                                            |                                                                                                                                              |                                                                                                                                    |                                                                                                                                              |                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <br>Foreign, Commonwealth<br>& Development Office         | <br>Ministry<br>of Defence                                  | <br>Ministry<br>of Justice                      | <br>Department<br>for Environment<br>Food & Rural Affairs | <br>UK Export<br>Finance              |
| <br>Department for Levelling Up,<br>Housing & Communities | <br>Homes<br>England                                        | <br>SSRO<br>Single Source<br>Regulations Office | <br>NHS<br>Digital                                        | <br>UKSBS<br>Shared Business Services |
|                                                          | <br>Leicestershire<br>Police<br>Protecting our communities | <br>Cheshire East<br>Council                   | <br>West Midlands<br>Combined Authority                   | <br>CareQuality<br>Commission         |
| <br>Locala<br>Health & Wellbeing                        | <br>Ofsted<br>raising standards<br>improving lives        | <br>HS2                                       | <br>HM Land<br>Registry                                 | <br>acas<br>working for everyone    |

# CLIENT SUCCESS

## AUTOMATING DATA PROCESSES AND ENHANCING COMPLIANCE WITH ACAS

Having worked in partnership with Acas since 2018, Node4 were on hand to provide insight, advice and a highly skilled team to help them achieve all they had set out to – and with Microsoft's Data Export Service coming to end of life in November 2022, Microsoft Azure Synapse was identified as the perfect tool to support the project.

By combining Azure Synapse Link, Azure Data Lake and Azure Synapse Analytics functionality, our Innovation team were able to leverage Microsoft Azure technology to establish a reporting and analytics system to suit Acas's needs; the end solution provides a means to store data securely at an affordable cost, and offers the opportunity to scale up and down, ticking two important boxes.

Meanwhile, Synapse Spark Pools were used to create a Delta Lake to ensure any data stored meets Acas's data persistence and masking requirements. An automated data pipeline feeds into the Delta Lake daily with the latest Insert/Update/Delete operations, and a scheduled purging data pipeline is used to automatically anonymise sensitive data within the Delta Lake, meaning compliance with both internal and GDPR regulations.

Together, these automations give Acas the ability to keep hold of data, even if the process with which it was created has since expired, and harness automation to anonymise – or 'mask' – records to make sure data allows for insight into key performance indicators without the need for personal identifiable information present.

“

Given the nature of our work, it's vital our data is secure and that we're meeting GDPR obligations, as well as upholding our own internal standards when it comes to the anonymisation and archiving of data. By introducing Azure Synapse technology and automated processes, Node4 are helping reduce the burden on our team while making sure we're still handling data with the care and sensitivity required.

**MICHAEL BRADSHAW**  
HEAD OF IT ARCHITECTURE

”





CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

# CLIENT SUCCESS

## WORKING WITH NODE4 HAS HELPED ARRIVA TO DRIVE THEIR DATABASE DESIGN FORWARDS.

Arriva asked Node4 to address two requirements.

Firstly, it asked Node4 to review a key SQL Server database running a critical EPOS application which was suffering from significant performance degradation. Node4 undertook a detailed assessment of the environment including analysis of application queries and indexing strategy coupled with infrastructure performance. This resulted in a clear set of recommendations and agreed remediation actions.

Arriva also asked Node4 to assess the entire SQL Server estate and provide recommendations for a modernised and consolidated configuration. Through detailed onsite review sessions, Node4 were able to identify four alternative architecture options for the SQL Server environment. They documented the pros and cons of each solution, taking into consideration the complexity, supportability and cost implications for each of the options. This enabled Arriva to make an informed decision on the future design of the environment.

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Arriva wanted to optimise its growing SQL Server estate, so it turned to Node4 for advice and support.

### ARRIVA TEAM

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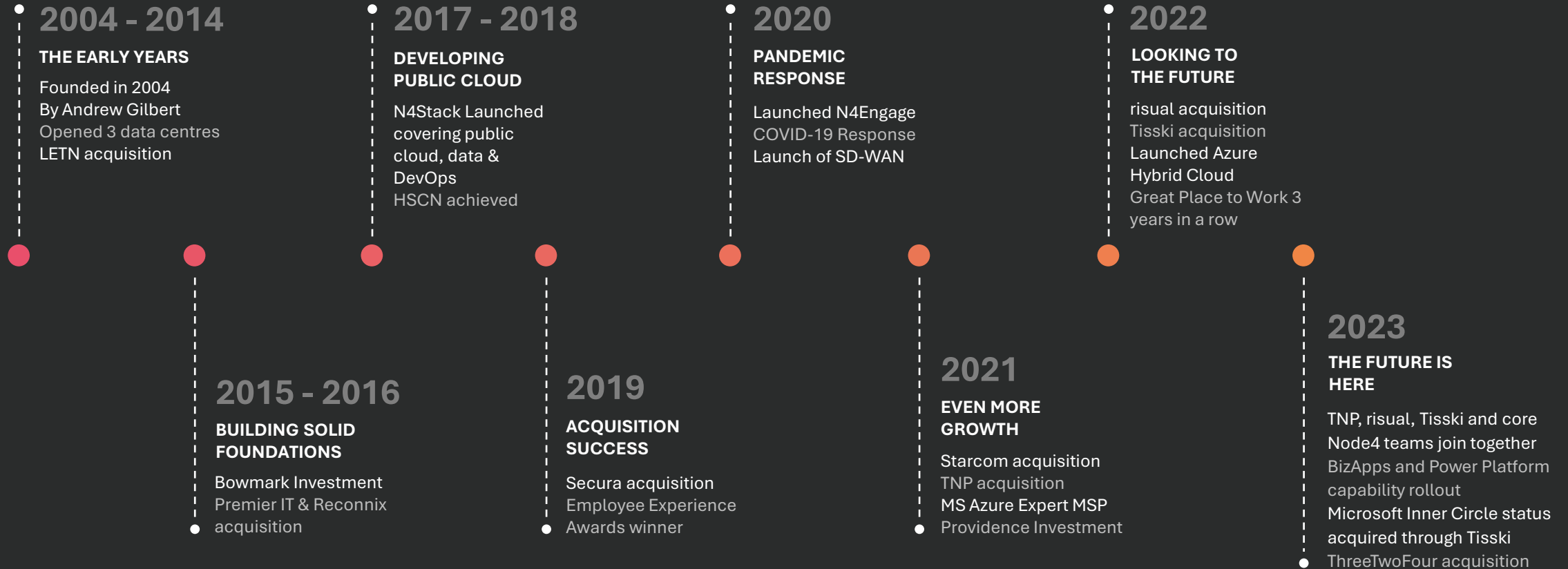
# CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

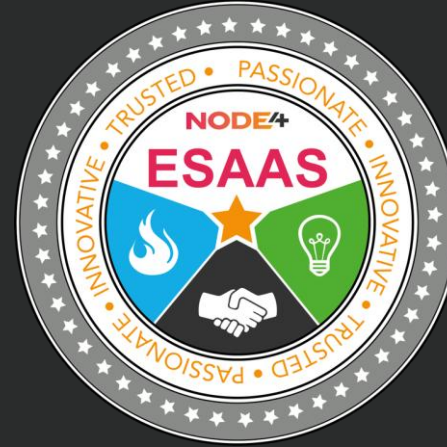
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

**We call it change that matters.**

# THE JOURNEY SO FAR...



# IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

## NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

## UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



# WHY PARTNER WITH US?

1



## PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



## CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

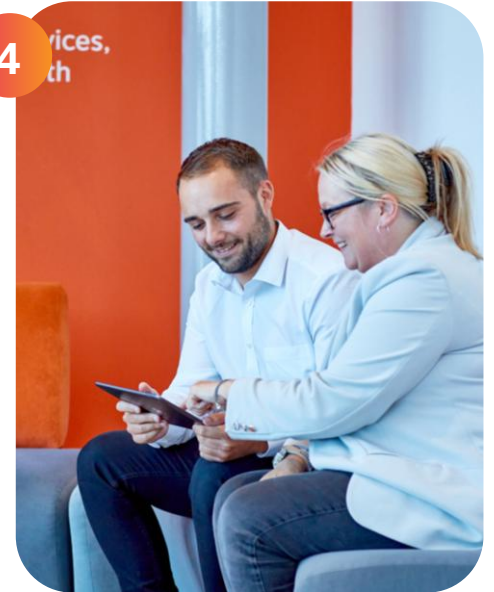
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## SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

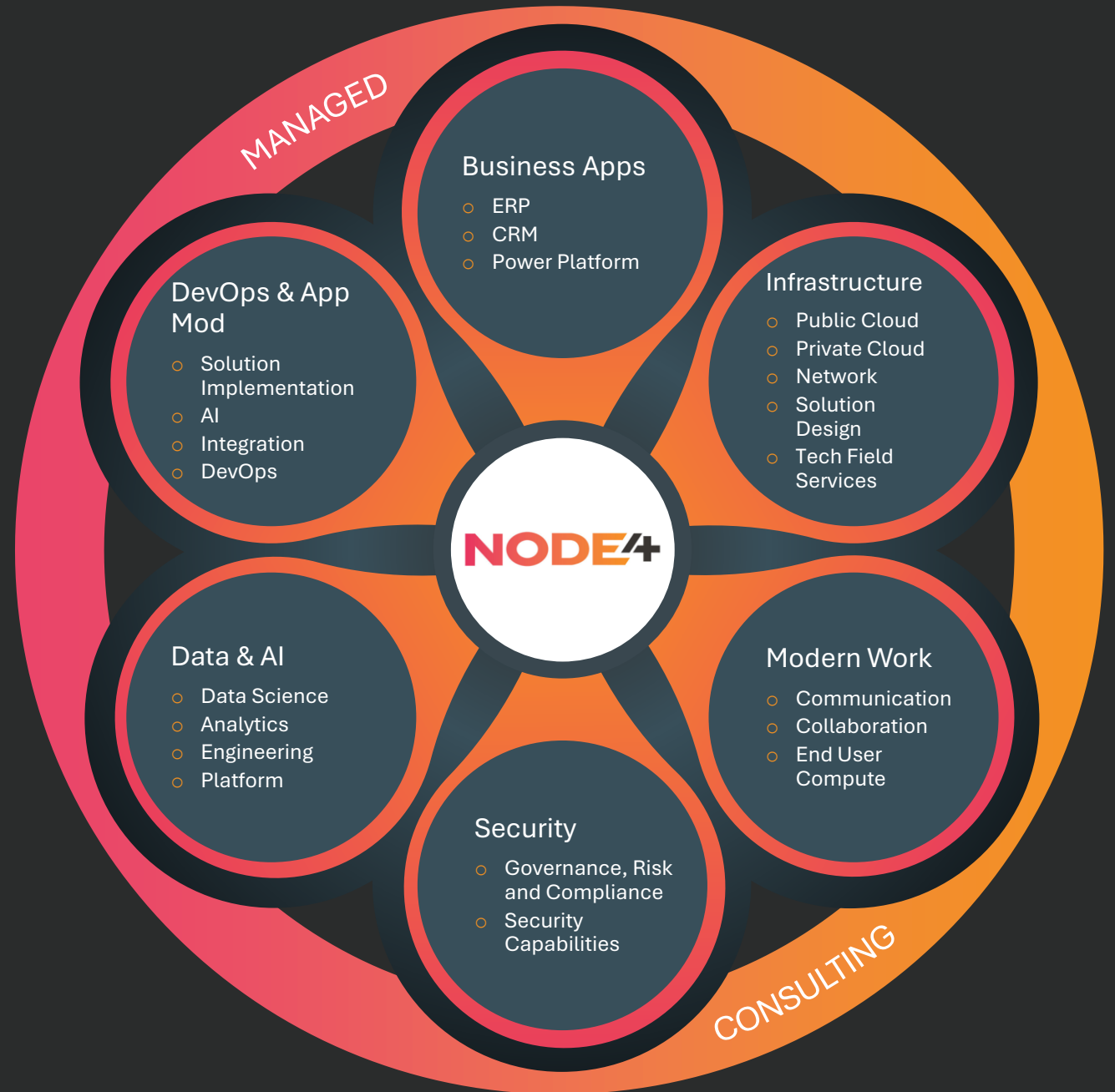
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## WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

# NODE4 CAPABILITIES



NODE4+