NODE4

G-Cloud 15

Service Description

Database High Availability

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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

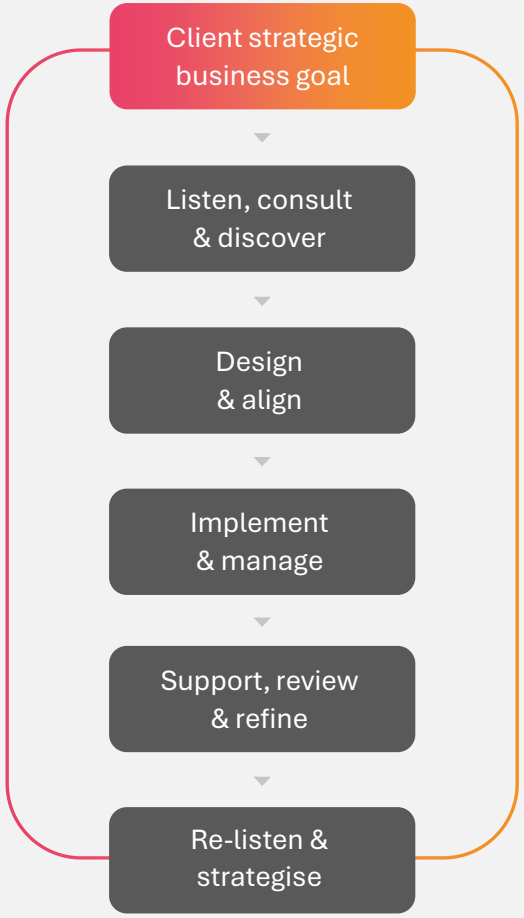
Focusing on fortifying critical database environments, our Database High Availability service guarantees robust support with leading HA solutions like SQL Server AAG or Oracle RAC. Beginning with a thorough assessment conducted by experts DBAs, we pinpoint the HA solution that best fits your needs, followed by a comprehensive Statement of Work (SoW) that details the deliverables and clarifies expected outcomes.

This service distinguishes itself by offering bespoke high availability setups tailored to the unique demands of cloud-hosted and private infrastructure database environments. Our team navigates through multi-vendor technology options, meticulously evaluating the advantages and limitations of each to propose the most effective strategy. The goal is to significantly enhance system reliability, aligning closely with your business's continuity plans while adhering to stringent industry standards.

Key advantages include sustained database operations crucial for your business's uninterrupted functionality and the reduction of downtime risks. Our approach not only assures data integrity but also instils confidence in your database systems, especially during peak usage times. By tailoring solutions to meet your specific requirements, we ensure your database's long-term resilience, contributing to superior system performance and user experience.

Deploying our Database High Availability service requires an in-depth initial evaluation to ascertain the most suitable HA mechanism for your infrastructure. This process is crucial and may unveil the necessity for extensive adjustments to achieve compatibility and enhanced efficiency. Adopting such high availability solutions is a strategic move towards ensuring the resilience of your database systems, integral to the seamless operation of your business.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

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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	S	P	I	R	E
Assessments & Advisory	Strategy & Business Case	Design & Planning	Implementation, Testing & Go Live	Handover to Run	Service Evolution & CI/CD

One Transformation Journey – Many Pathways to Discover

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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 I 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

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CLIENTS

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

Foreign, Commonwealth & Development Office

Ministry of Defence

Ministry of Justice

Department for Environment Food & Rural Affairs

UK Export Finance

Department for Levelling Up, Housing & Communities

Homes England

SSRO
Single Source Regulations Office

NHS Digital

UKSBS
Shared Business Services

West Mercia Police

Leicestershire Police
Protecting our communities

Cheshire East Council

West Midlands Combined Authority

Care Quality Commission

Locala
Health & Wellbeing

Ofsted
raising standards
improving lives

HS2

HM Land Registry

acas
working for everyone

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acas working for everyone

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

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.

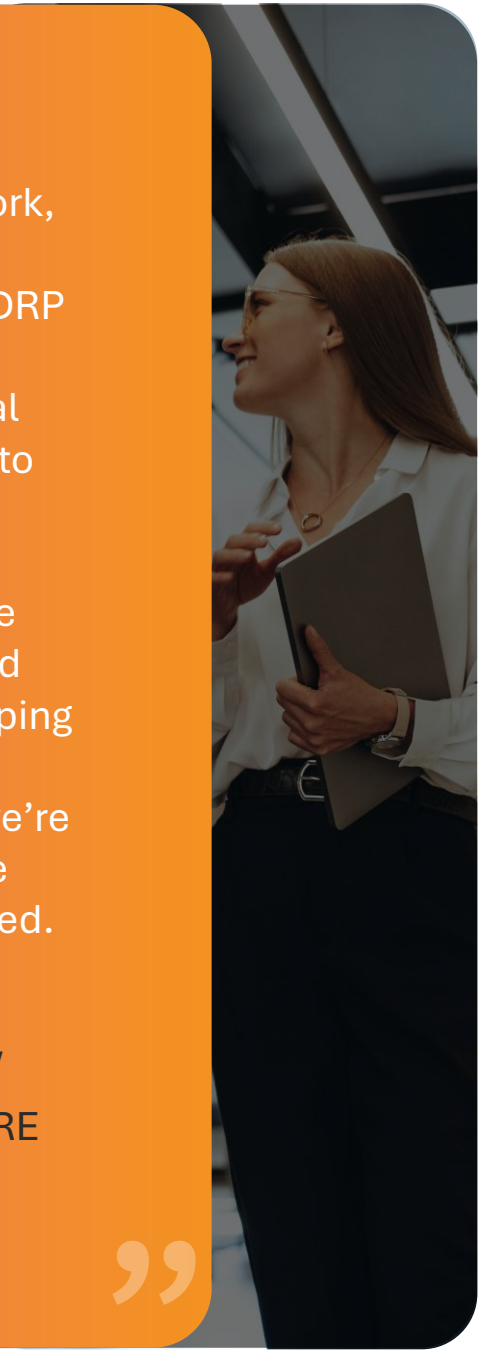
By combining Azure Synapse Link, Azure Data Lake and Azure Synapse Analytics functionality, our Innovation team were able to leverage Microsoft Azure technology to establish a reporting and analytics system to suit Acas's needs; the end solution provides a means to store data securely at an affordable 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 GDRP 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



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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.

> 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.

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THE JOURNEY SO FAR...

2004 - 2014

THE EARLY YEARS

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

2015 - 2016

BUILDING SOLID FOUNDATIONS

Bowmark Investment
Premier IT & Reconnix acquisition

2017 - 2018

DEVELOPING PUBLIC CLOUD

N4Stack Launched covering public cloud, data & DevOps
HSCN achieved

2019

ACQUISITION SUCCESS

Secura acquisition
Employee Experience Awards winner

2020

PANDEMIC RESPONSE

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

2021

EVEN MORE GROWTH

Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

2022

LOOKING TO THE FUTURE

risual acquisition
Tisski acquisition
Launched Azure Hybrid Cloud
Great Place to Work 3 years in a row

2023

THE FUTURE IS HERE

TNP, risual, Tisski and core Node4 teams join together
BizApps and Power Platform capability rollout
Microsoft Inner Circle status acquired through Tisski
ThreeTwoFour acquisition

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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.

Best Workplaces™ Medium Organisations Great Place To Work. UK 2020

Best Workplaces™ Large Organisations Great Place To Work. UK 2021

Best Workplaces™ Large Organisations Great Place To Work. UK 2022

VERY GOOD TO WORK FOR 2023 cert.b.co.uk

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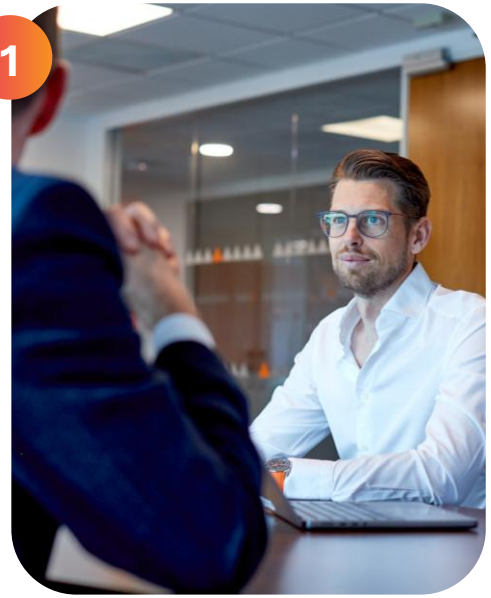
WHY PARTNER WITH US?

1



PROVEN

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

2

CAPABLE

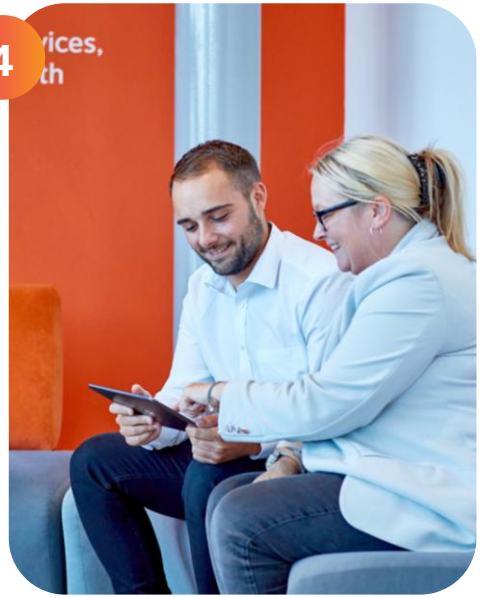
Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

3

SCALE & AGILITY

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

4



WE DELIVER

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

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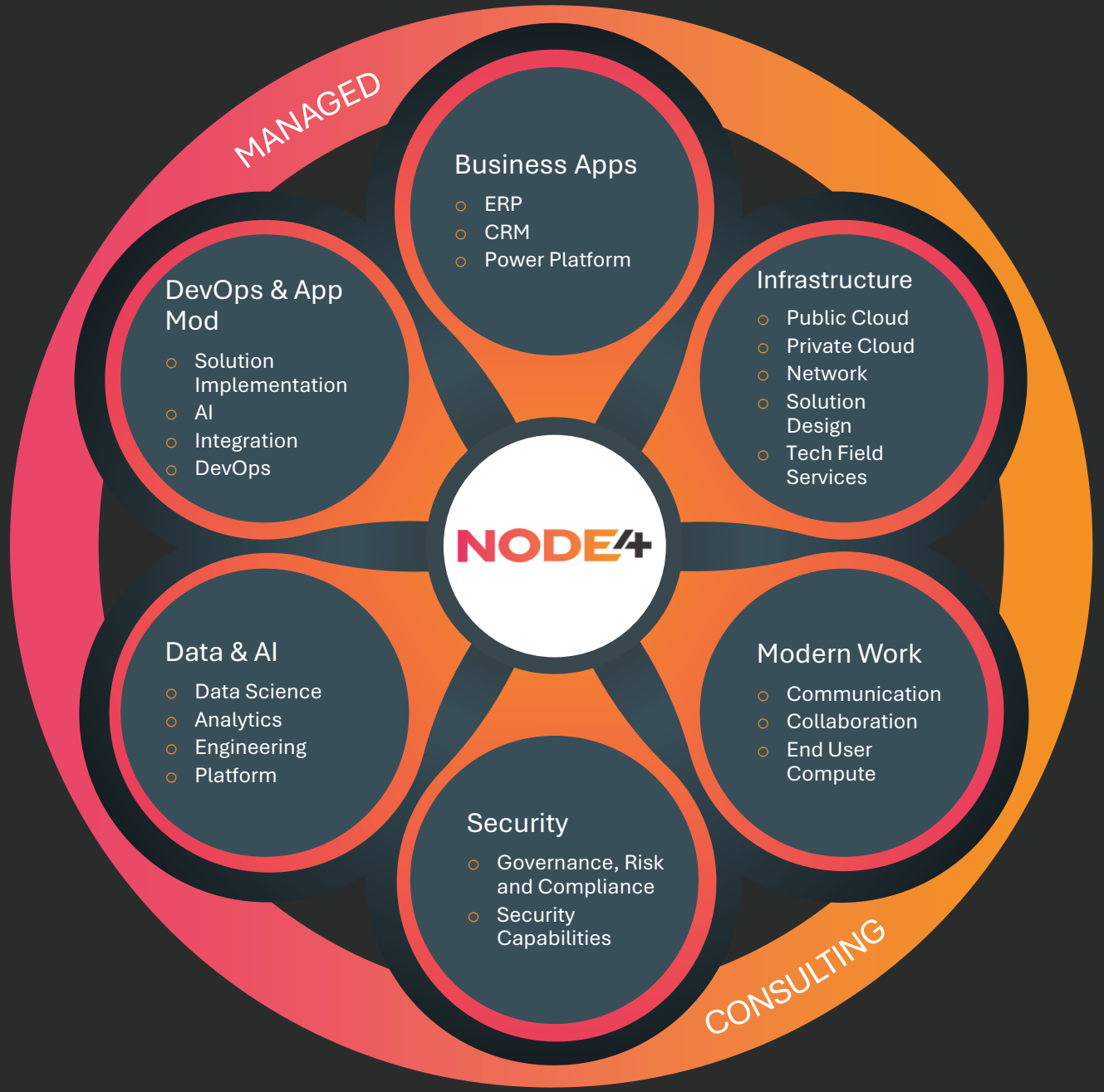
NODE4 CAPABILITIES



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