



G-CLOUD 15

DATABASE SERVICES

2025

ORACLE

Partner



Microsoft
Solutions Partner



Google Cloud
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ABOUT DSP



DSP is a leading IT services provider specialising in the design, delivery, and management of enterprise infrastructure and data platforms, on-premises, hybrid and in the cloud. As a long-standing Oracle partner with multiple accreditations, including Oracle Cloud Solutions Provider (CSP), Oracle Cloud Managed Services Provider (MSP), and Oracle Engineered Systems Expertise, DSP is recognised for its deep technical capabilities and trusted delivery of Oracle solutions across databases, applications, infrastructure, and analytics.

Our Oracle Centre of Excellence is at the heart of our operations, supporting customers through every stage of their cloud journey, from strategy and migration to optimisation and managed

services. Whether it's Autonomous Database, Exadata, OCI, or Oracle Cloud@Customer, DSP helps businesses unlock value, enhance performance, and reduce operational risk.

In addition to our Oracle expertise, DSP also partners with AWS, Microsoft, and Google Cloud, enabling us to support hybrid and multi-cloud strategies that are tailored to each customer's unique needs. This multi-cloud capability allows us to offer truly independent, outcome-driven advice and deliver secure, scalable, and cost-effective solutions, regardless of platform.

With a reputation built on trust, technical excellence, and customer success, DSP serves organisations across regulated industries including financial services, public sector, healthcare, and professional services.

Service Offering



SERVICES OVERVIEW

Database Health Check & Audit Services

Service Summary

This service provides a detailed assessment of your database environments, identifying performance bottlenecks, configuration issues, and compliance gaps. DSP delivers actionable recommendations to optimise performance, reliability, and maintainability.

Service Scope

- Evaluation of database configuration, performance, and resource utilisation.
- Review of backup, recovery, and disaster recovery procedures.
- Identification of security vulnerabilities and compliance gaps.
- Analysis of query performance, indexing, and schema design.
- Recommendations for optimisation and risk mitigation.

Service Features

- Health check of all database instances.
- Performance tuning suggestions and best practice guidance.
- Security assessment and access review.
- Compliance assessment against relevant standards (e.g., GDPR, ISO).
- Detailed audit report with actionable recommendations.

Service Benefits

- Improved database stability and performance.
- Reduced risk of unplanned downtime.
- Enhanced compliance and governance readiness.
- Identification of cost optimisation opportunities.

SERVICES OVERVIEW

Database Health Check & Audit Services

Pricing Model

- Fixed-price per database or per engagement.
- Optional add-ons for deep-dive analysis or remediation planning.

Termination / Exit

- Engagement ends on delivery of final audit report.
- No ongoing obligations unless additional services are procured.

Data Extraction / Migration Support

- DSP does not extract or migrate customer data during health checks, unless specified as part of additional services.

Onboarding / Offboarding

- Onboarding includes an initial scoping session to determine the database estate.
- Offboarding consists of the delivery of the final report and recommendations.

SERVICES OVERVIEW

Database Security & Compliance Services

Service Summary

This service provides proactive security management and compliance assessment for your database environments. DSP ensures that your databases adhere to industry standards and regulatory requirements while minimising risk exposure.

Service Scope

- Security assessment and hardening of database instances.
- Role-based access control and privilege audits.
- Implementation guidance for encryption, masking, and auditing.
- Vulnerability scanning and remediation recommendations.
- Compliance reporting for GDPR, ISO, SOC2, or other relevant standards.

Service Features

- Security and access review.
- Audit of configuration and patching status.
- Recommendations for risk mitigation and compliance.
- Automated or manual vulnerability assessment.
- Detailed security and compliance report.

Service Benefits

- Reduced risk of security breaches and data loss.
- Confidence in compliance readiness for audits.
- Improved stakeholder trust and governance.
- Early identification of vulnerabilities and potential threats.

SERVICES OVERVIEW

Database Security & Compliance Services

Pricing Model

- Fixed-fee per database instance or per engagement.
- Optional subscription for ongoing monitoring and compliance audits.

Termination / Exit

- Service engagement concludes on delivery of report unless ongoing monitoring is subscribed.

Data Extraction / Migration Support

- No extraction or movement of customer data beyond security scanning.

Onboarding / Offboarding

- Onboarding includes an initial scoping session to determine the database estate.
- Offboarding consists of the delivery of the final report and recommendations.

SERVICES OVERVIEW

DevOps & Automation for Database Operations

Service Summary

This service modernises database management through automation, continuous integration and deployment (CI/CD), and infrastructure-as-code practices, reducing manual effort and improving efficiency.

Service Scope

- Automation of database provisioning, configuration, and monitoring.
- CI/CD pipeline integration for database changes.
- Scripted deployments, backups, and routine tasks.
- Operational alerts and monitoring setup.
- Integration with application and infrastructure workflows.

Service Features

- Automated deployment pipelines.
- Scripting for backups, patching, and monitoring.
- Infrastructure-as-code templates.
- Integration with DevOps tools.
- Documentation and training for automated workflows.

Service Benefits

- Faster, more reliable deployments.
- Reduced operational errors and risk.
- Increased team productivity and collaboration.
- Scalable and repeatable operations.

SERVICES OVERVIEW

DevOps & Automation for Database Operations

Pricing Model

- Fixed-fee per automation implementation or subscription for ongoing support.
- Optional add-ons for pipeline maintenance and enhancement.

Termination / Exit

- Service engagement concludes on project / report delivery unless ongoing monitoring is subscribed.

Data Extraction / Migration Support

- Limited to scripts and configuration; does not move production data unless separately contracted.

Onboarding / Offboarding

- Initial assessment and access setup required.
- Offboarding includes handover documentation and training where applicable.

SERVICES OVERVIEW

Autonomous Database Services

Service Summary

This service provides fully managed, self-tuning database environments that handle patching, tuning, scaling, and security automatically, enabling customers to focus on business-critical applications.

Service Scope

- Fully managed autonomous database instances in cloud environments.
- Automated patching, tuning, and scaling.
- Built-in high availability and disaster recovery.
- Security, auditing, and compliance management.
- Integration with analytics, reporting, and APEX applications.

Service Features

- Provisioning of Autonomous Database instances.
- Continuous performance optimisation.
- Security hardening, encryption, and audit logging.
- Automated backup and restore capabilities.
- Access to dashboards, monitoring, and reporting tools.

Service Benefits

- Reduced operational burden.
- Consistent performance and reliability.
- Secure, compliant, and fully managed database infrastructure.
- Rapid deployment and scaling for business growth.

SERVICES OVERVIEW

Autonomous Database Services

Pricing Model

- Subscription-based per database instance.
- Optional usage-based scaling charges.

Termination / Exit

- Termination / exit terms as agreed within contract.

Data Extraction / Migration Support

- Full data export available for migration to other environments.

Onboarding / Offboarding

- Onboarding includes instance provisioning, security configuration, and integration support.
- Offboarding includes data export and instance deprovisioning.

SERVICES OVERVIEW

Database Upgrades & Patching

Service Summary

This service ensures your database environments remain up-to-date, secure, and optimised through planned upgrades and patching. DSP manages the full lifecycle from planning to execution.

Service Scope

- Assessment of current versions and patch levels.
- Upgrade planning and impact analysis.
- Testing and validation in controlled environments.
- Implementation of patches, upgrades, and critical fixes.
- Post-upgrade validation and performance checks.

Service Features

- Version and patch level analysis.
- Controlled upgrade execution.
- Testing and validation reports.
- Risk and rollback planning.
- Recommendations for future patch cycles.

Service Benefits

- Enhanced security and compliance.
- Improved database stability and performance.
- Reduced risk of outages.
- Structured, predictable maintenance.

SERVICES OVERVIEW

Database Upgrades & Patching

Pricing Model

- Fixed-fee per upgrade engagement.
- Optional subscription for ongoing patch management.

Termination / Exit

- Engagement concludes on completion of upgrade or patch implementation.

Data Extraction / Migration Support

- Data backups performed prior to upgrade; no migration unless separately contracted.

Onboarding / Offboarding

- Onboarding includes environment assessment and scheduling.
- Offboarding includes post-upgrade validation and report delivery.

SERVICES OVERVIEW

Database Migration Service

Service Summary

This service provides end-to-end support for migrating databases to new on-premise, cloud, or hybrid environments, ensuring minimal downtime and secure data transfer.

Service Scope

- Migration strategy and planning.
- Assessment of source and target environments.
- Schema, data, and application migration.
- Testing, validation, and cutover execution.
- Post-migration optimisation and support.

Service Features

- Migration assessment and planning.
- Data transfer and validation scripts.
- Migration execution and monitoring.
- Post-migration testing and optimisation.
- Knowledge transfer and documentation.

Service Benefits

- Seamless migration with minimal disruption.
- Improved performance and scalability.
- Secure and compliant data handling.
- Future-proofed database infrastructure.

SERVICES OVERVIEW

Database Migration Service

Pricing Model

- Fixed-fee per migration engagement.
- Optional ongoing support subscription for post-migration optimisation.

Termination / Exit

- Engagement concludes on delivery of migration and handover report.

Data Extraction / Migration Support

- Full data extraction and transfer handled as part of migration.

Onboarding / Offboarding

- Onboarding includes environment assessment and migration planning.
- Offboarding includes final validation, documentation, and support handover.

BUYER RESPONSIBILITIES

Please refer to the Terms and Conditions associated with this service on the Platform. These terms may include additional Buyer obligations or costs that are not detailed elsewhere.

The Buyer responsibilities as part of this service with DSP are as follows:

- Provide all reasonably requested resources, stakeholders, information, and materials promptly to support service delivery.
- Assign appropriate process and subject matter experts to collaborate with DSP in designing the solution.
- Supply business users to perform user acceptance testing according to the agreed plan.
- Procure all necessary software licenses and subscriptions, including SaaS, PaaS, and IaaS, ensuring all environments are provisioned for security and performance to meet Buyer requirements.
- Provide access to existing systems or data required for migration purposes.
- Supply test instances of any third-party systems necessary for testing inbound or outbound interfaces.
- Make relevant employees available for training as needed.
- Ensure the Buyer's project team is empowered to make timely decisions to facilitate smooth progress.
- Fulfil all obligations outlined in the Agreement clauses and associated Schedules.
- Comply with applicable laws and regulations, and direct DSP regarding any business-specific processes and procedures that must be followed.
- Review and sign off all deliverables promptly based on agreed acceptance criteria.

If these responsibilities do not align with your expectations, please contact DSP to discuss potential adjustments to our approach.

PROTECTION OF DATA

DSP places data protection at the core of every engagement, ensuring all services are designed and managed in line with UK public sector security standards, including GDPR, ISO 27001, and the Government's Cloud Security Principles.

SKILLS & KNOWLEDGE TRANSFER

DSP recognises that skills and knowledge transfer is a fundamental part of delivering G-Cloud services to public sector clients. Wherever possible and applicable, knowledge transfer is incorporated into the service delivery plan agreed at the start of each engagement. Our consultants and engineers have significant experience in providing effective skills transfer to public sector organisations operating within the G-Cloud framework.

To ensure consistency and effectiveness, DSP utilises a structured approach tailored to the specific topic, identified skills gaps, and individual client needs. This approach follows our proven Assess-Plan-Implement framework, which guides the entire knowledge transfer process, from understanding objectives and planning training delivery to executing and evaluating success. This framework is designed to empower public sector teams to sustain and drive ongoing change long after the formal service period ends, fully aligned with G-Cloud best practices.

ACCREDITATIONS/AWARDS

As an Oracle, Microsoft and GCP partner with 2,000+ certifications, we align every solution with vendors' standards and best practices. This expertise has earned us Gartner 'Representative Vendor' status for OCI services three years in a row, along with recognition from ISG across all four quadrants.

We work closely with clients on planning and architecture, leveraging best practices and access to experts to design secure, cost-efficient, and resilient cloud architectures.

CUSTOMER SUCCESS



DSP successfully supported UKSBS to ensure a smooth Oracle upgrade

READ MORE



Torbay Council SQL Server Upgrade and SQL Server Managed Service

READ MORE



"The results of this project were great! We happily recommend DSP for anyone looking for proven results in Oracle consultancy."

Metasphere



North Yorkshire Council Oracle Environment Optimisation and Modernisation

READ MORE



Microsoft SQL Server performance tuning and support for Zopa

READ MORE



"DSP talked us through the options and considerations involved and produced a work plan which provided us with a modern database estate with minimal impact on business whilst implementation was underway. We also choose DSP to monitor and support our new database estate and this has been beneficial in freeing up resources on-site."

Torbay Council



A hand is shown holding a white card with a glowing checkmark, positioned in the upper left quadrant. The background features a glowing blue smiley face and a network of lines.

LET'S WORK TOGETHER

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