

DBaaS LTD IT Support and Delivery

Professional cloud-based IT support and maintenance services designed to streamline operational efficiency for businesses of all sizes.

INTRODUCTION

About DBaaS

We provide professional IT support and maintenance for website maintenance, server maintenance, backup, restore, and more services. Our cloud-based support and maintenance offer real, competitive advantages to large and small companies by streamlining operational efficiency.

We provide the latest technology to enhance workflow and deliver round-the-clock support. Our goal is to enhance operational efficiency, improve performance, and maintain a secure and reliable IT environment.

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Comprehensive IT Support Solutions

Get comprehensive IT support and maintenance for your cloud infrastructure. We provide GDPR-compliant cloud support for IT infrastructures, backups, websites, and protection against spoofing, phishing, spyware, and more. We work closely with clients to ensure protection from data breaches, viruses, and other security threats.

Our service assists you in optimizing computing resources by providing more storage and allocating needed capacity for smooth operations.

What We Offer



Infrastructure Support

Development, support, and maintenance for infrastructure and bespoke development including bug fixes and feature development.



Security & Compliance

ISO 9001 accredited quality management and Cyber Essentials certification for robust security.



Cloud Management

Hosting and managing servers on Microsoft Azure, AWS, GCP, Oracle Cloud, and private clouds.

Our Service Approach

01

Business Needs Development

Develop BAU functionality in line with Digital Service Standards to ensure great service delivery to users.

02

Stakeholder Alignment

Ensure stakeholders and business meet project requirements and delivery needs for continuous development and approval.

03

API Management

Carefully manage API development to limit impact on end users while maintaining system robustness.

04

Industry Standards

Ensure servers and pipelines follow industry standards for excellent and accessible service availability.



Cloud Maintenance and Support Care

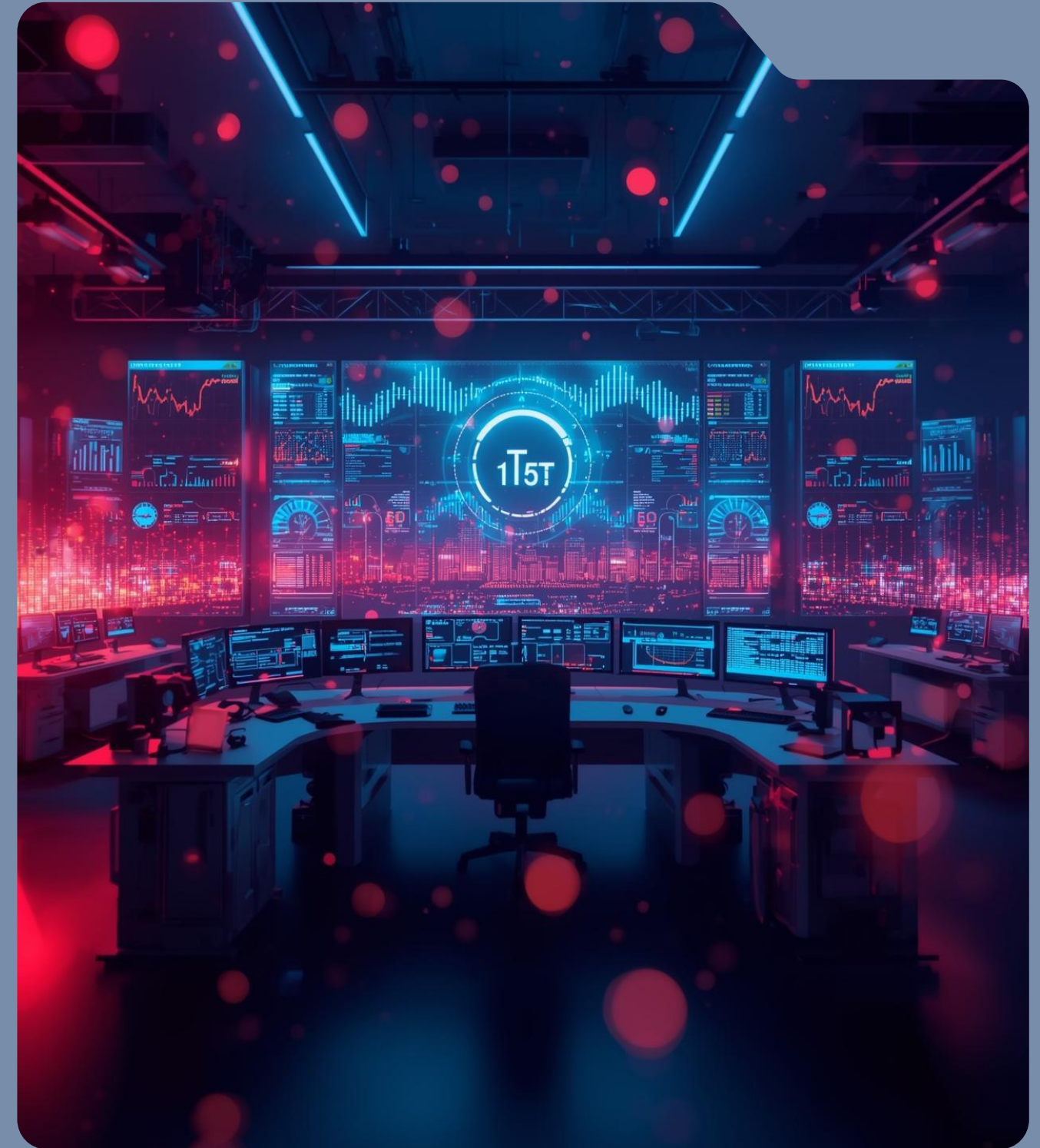
DBaaS Ltd provides ongoing maintenance and support for your cloud solution once your cloud migration is complete.

Our Cloud Maintenance and Support Care assists you in adopting cloud infrastructure and managing cloud-based solutions that minimize hardware, software, and IT maintenance costs. Our goal is to help your business enhance operational efficiency, maximize performance, and maintain a secure and reliable IT environment without budget concerns.

Office 365 Support

Get expert helpdesk remote support and unlimited change requests for any Office 365 licenses you have. This is priced per license, per user, per month.

For example, if you have 20 staff members with Microsoft E3 licenses, we provide an E3 support package for those 20 users. You can mix and match this support with various licenses you have.



Network Device Support



Remote Support

Expert remote assistance for all network devices including switches, routers, firewalls, and modems.



Proactive Maintenance

Regular maintenance and monitoring to prevent issues before they occur.



Unlimited Changes

Unlimited change requests for any device attached to your network.



Emergency Support

Emergency loan equipment with engineer for failed items to minimize downtime.



Server Support Services

Get remote support, proactive maintenance, and unlimited change requests for on-site, private, or public cloud servers. These servers can be virtual or physical.

- ❏ **Emergency Response:** Includes emergency on-site engineer for issues that cannot be resolved remotely, ensuring minimal disruption to your operations.

Flexible Support Options

Ad-Hoc Support

Buy ad-hoc engineering time for specific projects, consulting, network design, or training as needed.

Backup Services

Fully managed backup services with your existing infrastructure or new backup service with data offsite.

Comprehensive Backup Solutions



Backup Features

- Backups taken as quickly as every 15 minutes
- Data password protected and encrypted at rest and during transmission
- Daily automated testing
- Manual monthly testing for reliability

We provide fully managed backup services that can work with your existing backup infrastructure or deliver a new backup service with secure offsite data storage.



IT & Application Services Support

24x7x365

We provide round-the-clock support to your IT and application services in database management, quality assurance testing, web, and application services.

We ensure our testing efforts align and scale with your business needs. Our testing engineers' knowledge spans all types of application testing, meaning we have the experience to build a custom test strategy for your business.

On-Site vs Off-Site Support



On-Site Support

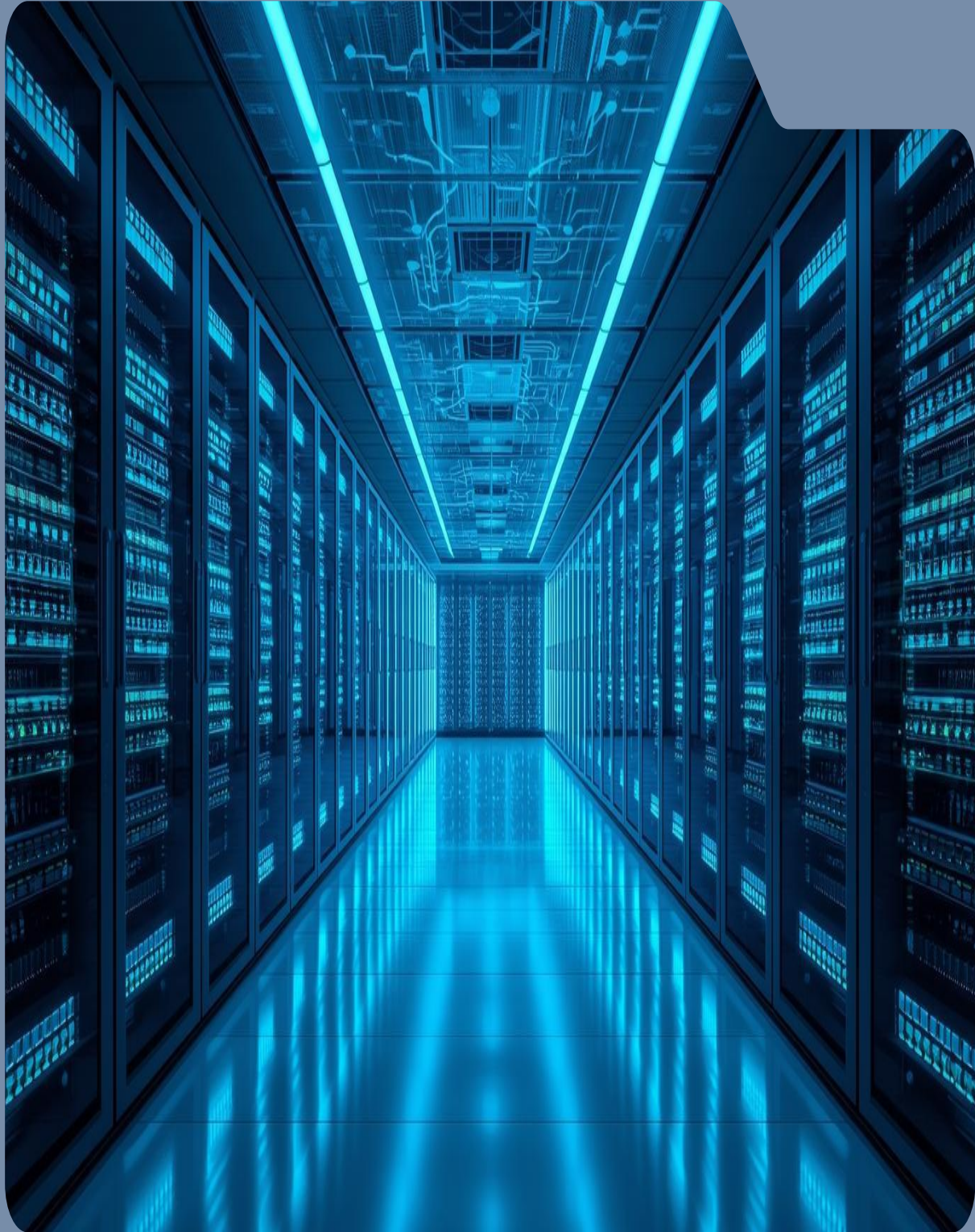
Provided when off-site support cannot be given or the user is a complete novice. Technicians travel to your site for hardware repair or replacement and hands-on assistance.



Off-Site Support

Remote connection to computers or networks to help with problems. Faster and more cost-effective for most technical issues.

DBaaS can deliver both off-site and on-site support for your current and future IT environment enhancements through specific Statement of Work or Continuous Services Improvement Plan.



CLOUD COMPUTING

Support on Cloud Methods

Cloud computing is defined as the practice of using a network of remote servers hosted online to store, manage, and process data.

SaaS: Software as a Service

What is SaaS?

Software as a Service is the practice of using a network of remote servers hosted on the Internet to store, manage, and process data.

SaaS providers deliver software solutions via their own servers to clients, eliminating the need for local installation and maintenance.





PaaS: Platform as a Service

Platform Development

Platform as a Service is a distinct method of platform-based cloud computing that allows clients to develop and manage their own software and applications.

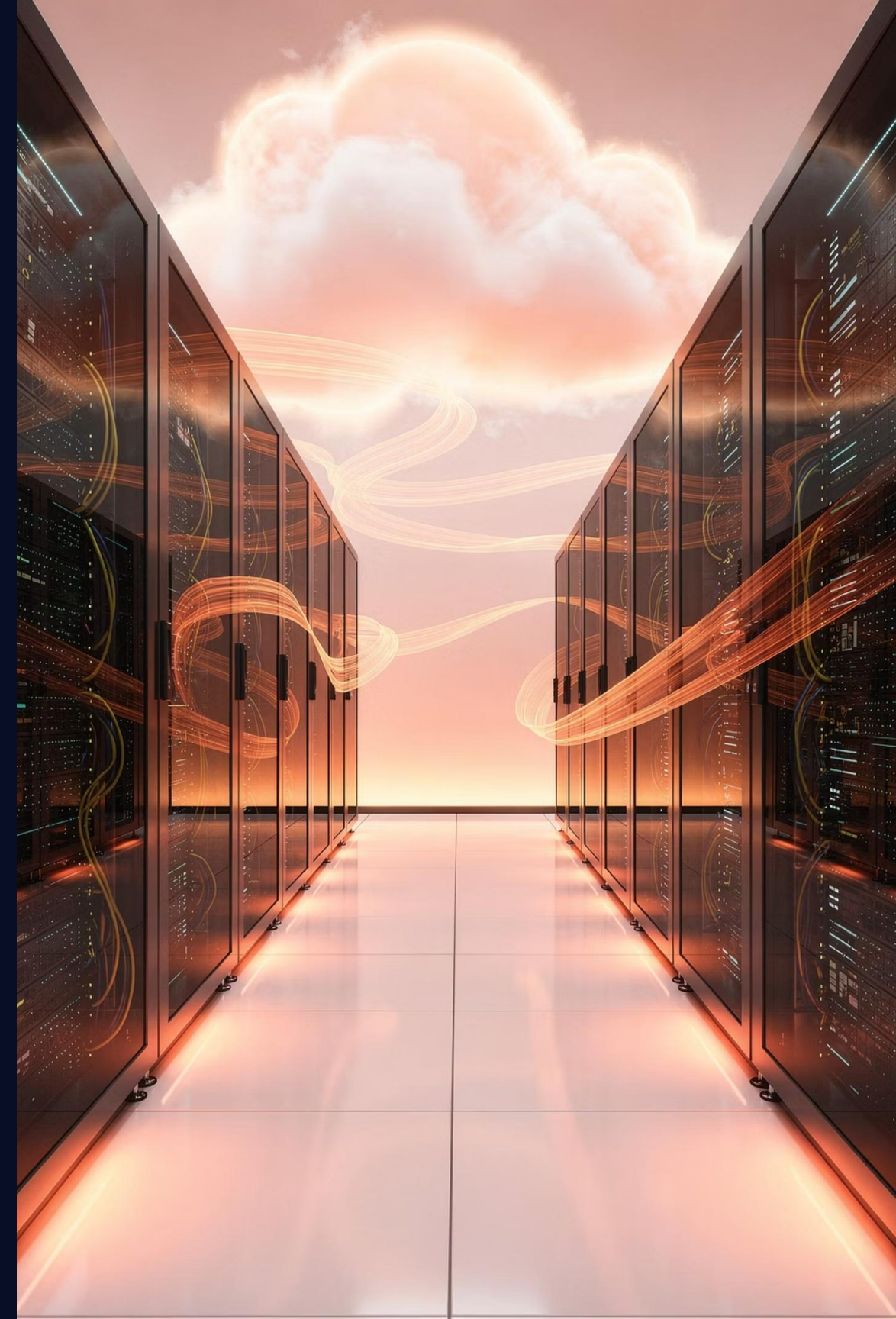
Infrastructure Freedom

Develop and launch software without building and maintaining the type of infrastructure traditionally required for software development.

IaaS: Infrastructure as a Service

Infrastructure as a Service delivers data management infrastructure to clients.

Businesses that use IaaS maintain many of their own programs, apps, and processes, but implement them within the provider's infrastructure. The infrastructure is managed, maintained, repaired, and upgraded by the provider, allowing businesses to focus on their core operations.



Testing & Acceptance



Gap Identification

Identify gaps or weaknesses in your business continuity plan to strengthen overall resilience.



Response Evaluation

Evaluate the company's response to various kinds of disruptive events and scenarios.



Objective Confirmation

Confirm that your continuity objectives are met and aligned with business goals.



System Improvement

Improve systems and processes based on test findings and update your BCP accordingly.

Plan Maintenance

Plan maintenance is the last step in the BC/DR planning process, and in many companies, it is "last and least." Without a plan to maintain your plan, it will become just another project document on a file server or sitting in a binder on a shelf.

- ❏ **Critical Reminder:** Regular maintenance ensures your business continuity plan remains relevant, effective, and ready to deploy when needed.



Continuous Improvement



DBaaS takes all steps necessary to give notice of any development which might reasonably be considered to have a material impact on the fulfillment of obligations under service agreements.



CERTIFICATIONS

Industry Standards & Compliance

ISO 9001

Operating within ISO 9001 accredited quality management system for consistent service excellence.

Cyber Essentials

Obtained Cyber Essentials certification demonstrating commitment to cybersecurity best practices.

GDPR Compliant

Full compliance with General Data Protection Regulation for secure data handling and privacy.

API Development & Management

We specialize in bespoke building, developing, and maintaining secure APIs. Our approach includes leading on API documentation and adhering to a strict change control process to ensure reliability and security.

Our IT support and management team works with non-technical users to describe technical solutions and agile processes in a simplified way, providing training where necessary to ensure smooth adoption.





Structural Optimization

IT support and management in structural redevelopment and optimization of user processes, including oversight and management of data interaction on complex webpages, forms, and databases.

We provide comprehensive support documentation including wikis and reusable components such as templates to streamline your operations and improve efficiency.

SERVICE AREAS

Complete Service Portfolio

Support & Maintenance

Comprehensive support and maintenance services for all your IT infrastructure needs.

Training & Development

Expert training programs to help your team maximize technology utilization.

Version Upgrades

Seamless upgrades to newer versions with minimal disruption to operations.

Partner With DBaaS

Expert Support

Round-the-clock professional IT support

Cost Efficiency

Minimize overhead IT costs

Security First

ISO 9001 and Cyber Essentials certified

Contact us today to learn how DBaaS can transform your IT infrastructure and support your business growth.

Get Started

Learn More

