



Cloud IT Support and Maintenance

Professional IT support and maintenance services for websites, servers, backups, and cloud infrastructure. Streamlining operational efficiency for businesses of all sizes.

DBAAS LTD

ABOUT US

Professional Cloud-Based IT Support

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

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



🛡️ SECURITY

🕒 24/7 SUPPORT

Comprehensive IT Support Services

GDPR Compliant

Get comprehensive IT support and maintenance for your cloud. Obtain GDPR compliant cloud support for IT infrastructures, backups, websites, and protection from spoofing, phishing, and spyware.

Resource Optimization

Optimize computing resources by providing more storage and allocating needed capacity. Ensure smooth operation with our IT support and maintenance services.

Development Support

Provide development, support, and maintenance resources for infrastructure and bespoke development, including bug fixes, feature development, and server maintenance.

Digital Service Standards

01

Business Needs Development

Develop business-as-usual 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 continued development, revision, and approval from partners and management.

03

API Management

Ensure API development is carefully managed to limit impact on end users while maintaining system robustness.



Industry-Leading Standards

Robust Systems

Ensure systems are robust with servers and pipelines following industry standards, providing excellent and accessible service for users.

Comprehensive Support

Best-in-class support, maintenance, training, and upgrading to newer versions with comprehensive documentation and reusable components.



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.



Structural Redevelopment

Optimize user processes and workflows



Data Management

Oversee complex data interactions



Web Optimization

Enhance forms and databases



CLOUD PLATFORMS

Multi-Cloud Support

Our support and management cover hosting, managing servers, and deployment pipelines across all major cloud platforms.



Microsoft Azure

Full support for Azure infrastructure and services



Amazon AWS

Comprehensive AWS management and deployment



Google Cloud Platform

Expert GCP hosting and pipeline management



Oracle Cloud

Oracle Cloud infrastructure support



Private Cloud

Custom private cloud solutions

Quality and Security Certifications

ISO 9001 Accredited

All support and maintenance operates within ISO 9001 accredited quality management system.

Cyber Essentials Certified

We have obtained Cyber Essentials certification for enhanced security standards.



API Development and Management

Bespoke building, developing, and maintaining secure APIs with comprehensive documentation and adherence to change control processes.

- 1** — API Design
Custom API architecture and planning
- 2** — Development
Secure API building and testing
- 3** — Documentation
Comprehensive API documentation
- 4** — Change Control
Managed update processes



User-Focused Technical Solutions

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.

We bridge the gap between complex technology and business needs through clear communication and comprehensive training.



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.



Enhanced Efficiency

Improve operational efficiency across your organization



Maximum Performance

Optimize system performance and reliability



Secure Environment

Maintain a secure and reliable IT infrastructure

Office 365 Support

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

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

- Expert Helpdesk Support
Remote assistance for all Office 365 issues
- Unlimited Change Requests
No limits on configuration and update requests
- Flexible Licensing
Mix and match support across different license types

Network Device Support

Remote support, proactive maintenance, and unlimited change requests for any device attached to the network. Includes, but not limited to Network Switches, Routers, Firewalls, and Modems.



Network Switches

Full support and maintenance for all network switches



Routers & Firewalls

Security and routing device management



Emergency Loan Equipment

Engineer support with backup equipment for failures

Server Support

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

Emergency Support: You can include emergency on-site engineer for issues that cannot be sorted out remotely.



Ad-Hoc Support Services

An additional chargeable service where you can buy ad-hoc engineering time for specific projects or however you wish. It can also be used for consulting, network design, and training.



Project Work

Dedicated time for specific initiatives



Consulting Services

Expert advice and guidance



Network Design

Custom infrastructure planning



Training

Staff education and skill development



Streamlined Fulfillment

The service request fulfillment process is designed to be efficient and streamlined, ensuring quick response times for our clients. By utilizing advanced ticketing systems and collaboration tools, we enable seamless communication between teams. This process includes thorough tracking of requests, prioritization based on urgency, and regular updates to clients, guaranteeing a high level of service satisfaction and operational excellence.

Fully Managed Backup Services



Rapid Backup Frequency

Backups taken as quickly as every 15 minutes for maximum data protection



Secure Encryption

Data is password protected and encrypted at rest and during transmission



Automated Testing

Daily automated testing and manual monthly testing to ensure reliability

Fully managed backup services can be provided for your existing backup infrastructure or as a new backup service with data stored offsite.



24X7X365

IT & Application Services Support

We provide 24x7x365 support to your IT and Application services in Database Management, Quality Assurance Testing, and Web and Application services.

Database Management

Expert database administration and optimization

Quality Assurance Testing

Comprehensive testing aligned with business needs

Web & Application Services

Full-stack application support and maintenance

Custom Test Strategy

We make sure that our testing efforts align and scale with your business needs. Our testing engineers' knowledge spans across all types of application testing.

This means we have the experience and knowledge to build a custom test strategy for your business.



SUPPORT OPTIONS

Off-Site & On-Site Support

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

On-Site Support

DBaaS supports when off-site support cannot be given, or the user is a complete novice. Technicians traveling to your site can do hardware repair or replacement, making it easier to explain and demonstrate solutions.

Off-Site Support

DBaaS offers off-site support where vendors may remotely connect to a computer or network to help with problems. This is typically faster and more cost-effective than on-site visits.

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 - providers deliver software solutions via their own servers to clients



PaaS

Platform as a Service - develop and manage software without building infrastructure



IaaS

Infrastructure as a Service - data management infrastructure maintained by provider

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 & IaaS Solutions

Platform as a Service (PaaS)

A distinct method of platform-based cloud computing that allows clients to develop and manage their own software and applications without building and maintaining the type of infrastructure required to develop and launch software.

Infrastructure as a Service (IaaS)

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, which is managed, maintained, repaired, and upgraded by the provider.

TESTING & ACCEPTANCE

Business Continuity Testing

Identify Gaps or Weaknesses

Discover vulnerabilities in your business continuity plan

Confirm Continuity Objectives

Ensure your continuity objectives are met and validated

Evaluate Response Capabilities

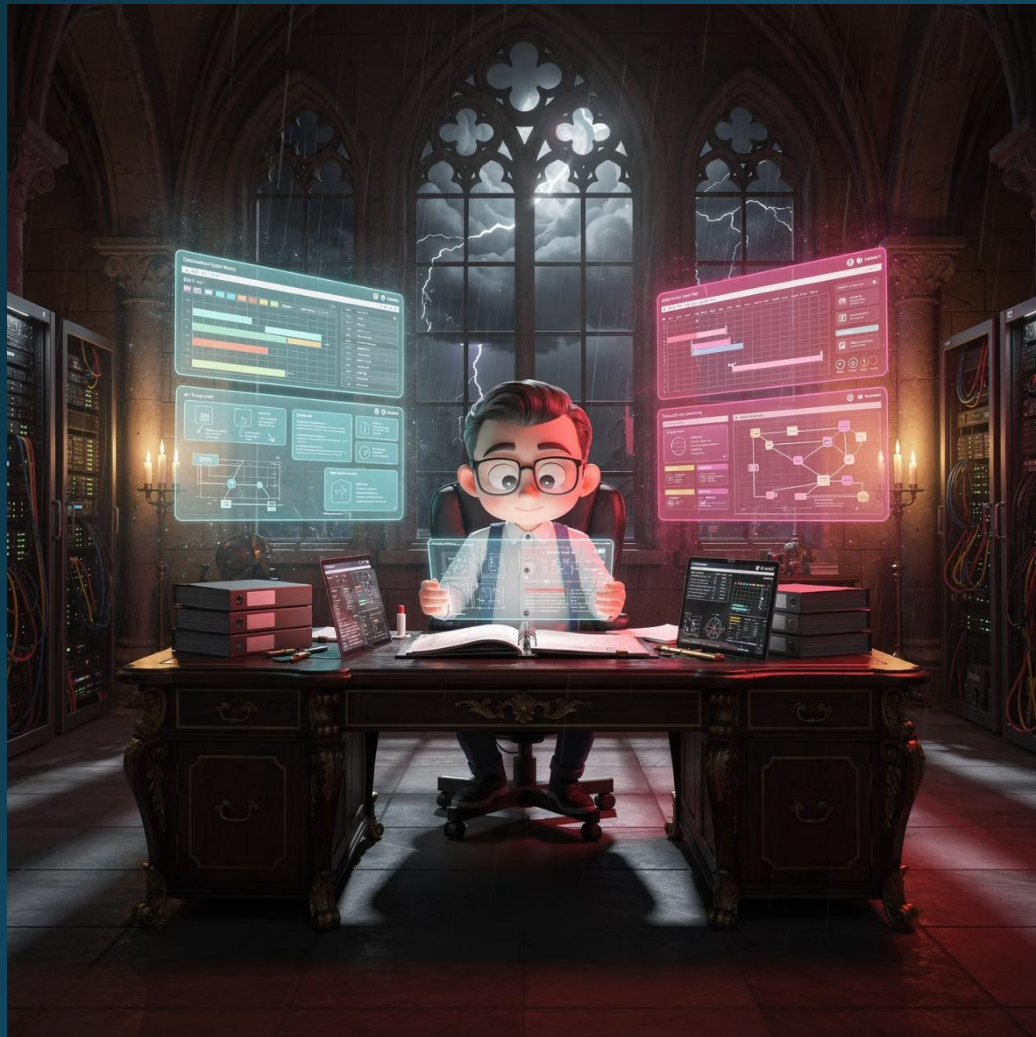
Assess company response to various disruptive events

Improve Systems and Processes

Enhance systems based on test findings and update BCP accordingly



Maintenance Planning

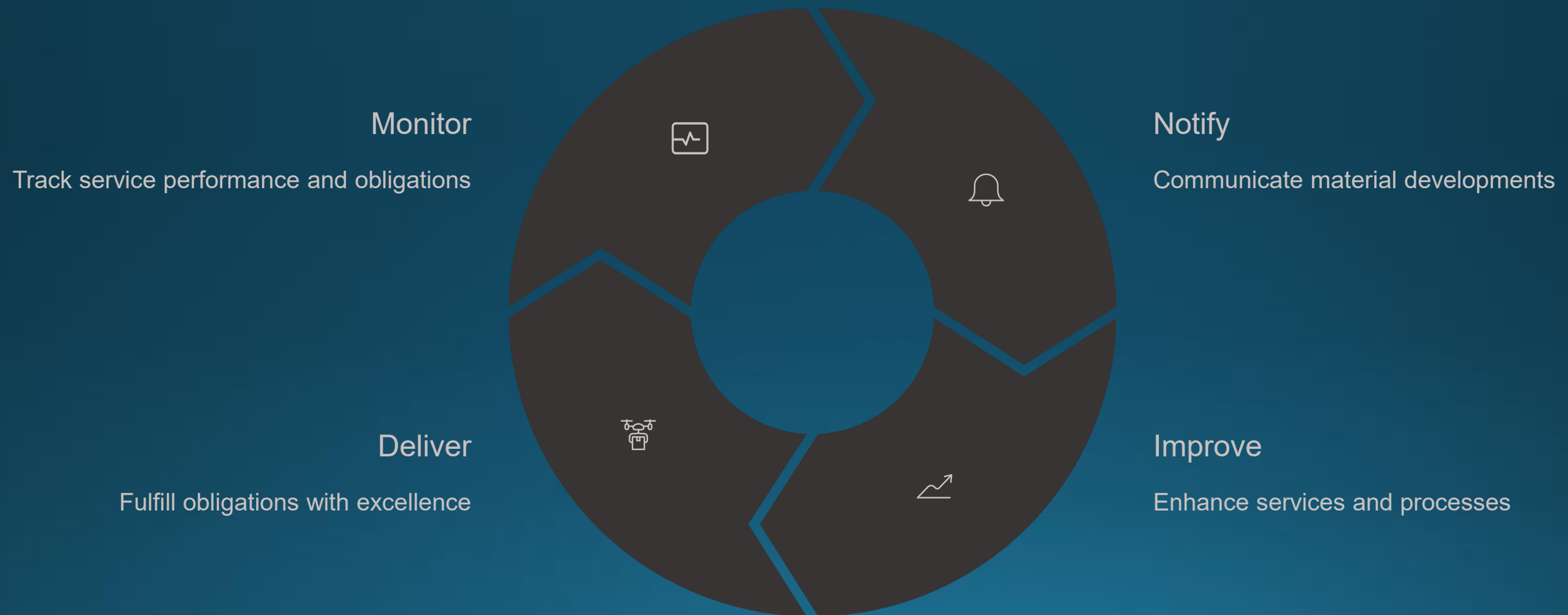


Plan maintenance is the last step in the BC/DR planning process, and in many companies, it is "last and least." Without a plan to maintain your plan, it will become just another project document on a file server or sitting in a binder on a shelf.

A maintenance plan ensures your business continuity strategy remains current, relevant, and effective over time.

Commitment to Excellence

DBaaS can take all steps necessary to give notice of any development which might reasonably be considered to have a material impact on the fulfillment of DBaaS's obligations under this service agreement.



This includes any development affecting the obligations of DBaaS pursuant to the Agreement and any person appointed by DBaaS to carry out such obligations.

Contact Us

RELIABLE SUPPORT



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