

Database Administration as a Service (DBAaaS)



Why DBAaaS? _____

All organisations fundamentally rely on IT to operate and function. The amount of data they gather and store is growing exponentially year on year. This data is usual in the form of unstructured (files) and structured (databases). The databases they use to manage critical data and support business processes are paramount and they are dependent on them to be secure, accessible and available 24x7x365.

It is therefore crucial for organisations to have database administration capabilities to ensure the performance of the database are always kept optimal, to ensure that the databases are available 24x7x365, to protect the databases from unauthorised access and cyber-attacks, to address scalability requirements and to make all databases compliant with legal and procedural policies. This means that internal Database Administration (DBA) resources, if available, are under constant pressure to keep up with the growing demand.

About Us _____

Transputec is an established Information Technology Services and Solutions company with more than 35 years of IT innovation and excellent customer service.

Our managed services are vendor agnostic and deliver against your required business outcomes. We are striving to constantly deliver value to our clients, tailoring our services to fit our clients' business requirements, while maintaining the highest level of integrity and fair business conduct.

For organisations which do not have internal DBA resources the challenges and risks are even higher.

This combined with the ability to keep up to speed with the ever-changing database technology landscape creates a need for specialized remote Database Administration Services.

Key Features & Benefits

Low TCO

Outsourcing day-to-day database maintenance and optimisation can help reduce costs across several areas including operational expenditure, recruitment and overtime costs, as well as training and tooling costs. Transputec grants you cost effective access to a deep pool of DBA expertise, helping to ensure that your database is always running optimally; all this without hiring new resources or assuming additional costs.

Proactive vs reactive support

The internal staff has a lot of priorities to focus on every day. They do not have time to make longterm improvements to your database systems. On the other side, third-party remote database administration experts can take on technical roles and focus on preventative management to review and identify how your system can be enhanced to reduce downtime.

Enhanced continuity and burnout elimination

A lot of organizations are struggling to maintain a high number of DBA personnel, thereby incurring more expenses for recruitment and training. Frequent DBA turnover and lack of continuity make it harder for IT knowledge to be transferred from one person to the next and to retain that experience within the organization. The best way to offset this type of discontinuity is by employing third-party DBA support specialists. Their services ensure continuous services and long-standing knowledge of the system.

Increase agility

DBAaaS also increases the attention and focus on your database infrastructure, ensuring it is always fit for purpose and aligned to business objectives.

Access to high end expertise

The digital world is evolving at an alarming rate, and it is increasingly difficult for IT departments to cope with the changing requirements. DBAs are expected to respond to daily needs and might face challenges trying to stay up to date with the latest technology. Small in-house teams may not have sufficient expertise to support database functionalities or execute specific projects.

Compliance engineering

With the ever-changing policies in IT; it is often at times hard to keep track of policies especially around sensitive data. Transputec has a solid understanding of these policies and have over the years perfected tools to apply all the necessary compliance policies for you.

Enhance quality of service

We've designed DBAaaS to optimise and enhance the performance, security and availability of your database infrastructure. Our security cleared DBAs will get your database operating at its full potential, to support increased availability and workloads. The operational model is also fully ISO:27001 accredited.

DBA on demand

In emergency situations; it is important to have DBA expertise to advise and plan recovery procedures, repair corrupted logs to allow rollforward; repair operating system and file system errors.

Accelerate business outcomes

Database management is both expensive and time-consuming. DBAs are normally encumbered with routine tasks which hamper their productivity on projects, which has a significant effect on a business. Managing DBA recruitment and skill development takes valuable time and a lot of resources.

Our Offering

1 DBAaaS STANDARD

The DBAaaS Standard service is designed to proactively monitor your databases to ensure that all databases are running smoothly, and all the necessary backups and scheduled jobs are running correctly and successfully. This service will give you the benefits of early detection and diagnosis, which will improve system reliability, availability and performance. It will also provide notification before your users know there's a problem and will provide guaranteed response times to give you peace of mind. Additionally, monthly reports will provide trend analysis and system recommendations (as necessary.)

- i. Monitoring & troubleshooting
- ii. Implementing and maintaining backups and restore policies
- iii. Implementing and maintaining security mechanisms
- iv. Analysing and tuning performance
- v. Automating administrative tasks

2 DBAaaS PREMIUM

The DBAaaS Premium service includes Total DB takeover with the following perks, Disaster recovery and high availability, server clustering, database migration, custom monitoring agents, upgrades, installation and provisioning of server, preventative maintenance, licence support, User management, 24*7 support, database development and modelling, supporting Integration services, Vulnerability assessments.

Supported Platforms

1. On Premise
2. Private cloud
3. Public cloud (Azure, AWS)



Database Technology Supported

1. Relational
 - Microsoft SQL Server
 - MySQL
 - Postgres
2. NoSQL
 - MongoDB
 - Elasticsearch
3. Cloud Native
 - AWS DynamoDB
 - Azure Cosmos
 - AWS RDS
 - Azure SQL

Service Breakdown

Service Description	DBAaaS STANDARD	DBAaaS PREMIUM
Diagnosis	✓	✓
Recommendations	✓	✓
Custom queries & developer support	✓	✓
Query optimisation	✓	✓
Monitoring & troubleshooting	✓	✓
Maintaining backups and restore policies	✓	✓
Maintaining security mechanisms	✓	✓
Analysing and tuning performance	✓	✓
Support on the maintained databases during planned / unplanned system & hardware maintenance	✗	✓
Disaster recovery and high availability	✗	✓
Clustering	✗	✓
Database migration	✗	✓
Upgrades	✗	✓
Installation and provisioning of server	✗	✓
Preventative maintenance	✗	✓
Licence support	✗	✓
User management	✗	✓
Working hours support (8:00 am-6:00pm) Mon to Fri	✓	✓
24*7 support	✗	✓
Database development and modelling	✗	✓
Integrations services	✗	✓
Vulnerability assessments	✗	✓