

SERVICE BRIEF

# NAVISITE® DATABASE MANAGEMENT



## Secure, Dependable Database Management

The Navisite® Database Management services provide enterprises with secure, dependable fully-managed database solution options in support of decreased capital expenses (CapEx) and easy scalability, to better meet variable business demands.

Let Navisite's team of experts handle your database maintenance and support, freeing your internal IT teams to focus on innovation and furthering business goals. Hosting in Navisite's globally-distributed, Tier 3 data centers helps support the reliable access to, and monitoring of, critical database assets that today's businesses require.

Increasingly, enterprises need reliable access to multiple business databases to function.

While accessibility and data security are critical, the costs associated with in-house database installation, configuration and management can become prohibitive. As the complexity and quantity of databases grows, so too does the demand for IT resources.

Even great IT teams, when stretched thin, may find it impossible to dedicate the attention required to proactively monitor, update and troubleshoot databases, while still keeping their focus on meeting overarching business objectives. Additionally, as the demand for databases fluctuates, scaling capacity can be complicated and capital intensive. Updating both digital and physical assets, as well as deciphering often inflexible database licenses can quickly turn into a fulltime commitment.

Navisite provides a comprehensive range of fully-managed database administration services for leading database management systems (DBMSs), such as Oracle, Microsoft SQL Server, and MySQL. Our team of database specialists can help create a flexible, practical database environment that grows and adapts with your business needs.

## Core Services at the Base of All Database Management Offerings

Databases are far from one-size-fits all. As detailed in Navisite's industry-leading Service Level Description (SLD), as a base, our managed database services include:

- Database installation and configuration, release management, monitoring, troubleshooting and reporting.
- Like-for-like database migrations between client data centers and available Navisite data center locations.
- Administration support, including creating database users, managing database space, refreshing database statistics, etc.
- Assistance in tuning physical database aspects, including configuration parameters, file layouts, statistics generation, index creation, etc.
- Creation of physical and logical backups to facilitate database resilience and data recovery.
- An expert team of database specialist available to provide client service and support.

# Explore Navisite's Range of Solutions



## Supplemental Services:

### Managed Hosting Services -

Navisite is a dependable, premiere managed hosting provider, offering managed IT infrastructure in highly secure traditional or cloud-enabled environments.

### Managed Application Services -

Providing complete functional and technical support for Oracle and Microsoft applications, so you can remain focused on accomplishing business objectives.

### Managed Cloud Services -

Ideal for enterprises seeking to move existing applications to the Cloud. Designed for apps with predictable network demands and that require few changes.

## Three Standard Service Levels, to Balance Value with Business Needs

No two business database environments are the same. Based on intended use and demand, Navisite can help determine the level of support that is best suited for you. To provide the flexibility to match our database

management services with your specific goals, Navisite offers three database support levels:

- **Simple** - Created for clients requiring basic monitoring and management for non-production instances, with no database refresh requirements. This level includes one weekly maintenance window.
- **Standalone** - Ideal for business clients seeking full database management services for single node production or nonproduction instances.
- **Clustered** - Designed for enterprises that want a complete solution for the full database management of clustered production or non-production instances. Additional nodes can also be supported.

## The Expertise to Complete Custom Database Management Projects

Many enterprises have unique, complex database requirements and environments. Sometimes, during the course of business, rare database management tasks arise that are beyond the scope of the three primary service levels outlined above.

Navisite is equipped to assist clients with most specialty database management projects. We can work with you to develop custom project plans, detailing the terms of completing tasks that would otherwise be outside of your standard managed database service level.

Some of the a la carte database management services Navisite regularly provides include disaster recovery assistance, database upgrade completion, SQL tuning and audit and compliance reporting.

## Dependable, Enterprise-class Navisite Data Centers

Navisite operates nine data centers across the U.S. and U.K., including multiple SSAE-16 standardized centers. All Navisite data centers

provide a resilient, secure, high-performance environment for mission-critical data, in support of reducing operating costs, downtime risk and time-to-deployment. The centers are monitored 24x7x365 onsite and via Navisite's offsite Network Operation Centers (NOCs).

Multiple levels of physical security protect Navisite's data centers. Biometric scanners and badges control employee facility access. Additionally, data center visitors must register with security upon arrival, and then require escorts throughout the duration of their visits.

Power in Navisite data centers is backed up by battery UPS systems, as well as diesel generators, which can support operating at full load. To protect against fire, data centers are equipped with early warning AnaLASER fire suppression systems, as well as smoke and high temperature detectors.

## About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite's services, please visit [navisite.com](http://navisite.com) or [navisite.co.uk](mailto:navisite.co.uk).

## Contact Navisite

For more on the full range of Navisite services, please visit [navisite.com](http://navisite.com) or email us at [webinfo@navisite.com](mailto:webinfo@navisite.com).