



# REMOTE DBA SERVICES FROM MARIADB

Expert, Round-the-Clock Database Support

Enterprises are contending with increasingly large and complex data volumes just as resources and budgets seem to be shrinking. Yet the mandate is to glean more insight and productivity from data every day – after all, that’s why the data exists in the first place. Staying on top of your databases can be so overwhelming that it’s tough to take advantage of all that valuable data. So, what’s the solution?

MariaDB’s Remote DBA service manages your MariaDB databases both proactively and reactively, keeping them humming along smoothly so you can easily access and use your data to benefit your core business. Our Remote DBA team performs regularly scheduled tasks that include backup management, health checks, tuning and maintenance. This strategy helps avoid most database issues, but when issues do pop up, or when you need an ad hoc task performed, our engineers are at the ready.

The Remote DBA team works closely with MariaDB’s Technical Support team to provide round-the-clock response, with a 30-minute 24x7 SLA for S1 issues. You’ll have peace of mind knowing critical systems are constantly monitored by trusted experts who detect when something is amiss and act swiftly to fix it.

## SKILLED ASSESSMENT AND RESPONSE

MariaDB’s support engineers provide strategic guidance specific to unique deployments – things like performance tuning, high availability, best practice recommendations, and code review.

Shortly after you sign up for Remote DBA services, we schedule an onboarding call to begin our initial assessment of your database servers, including gathering information about the architecture, operating systems, database server versions, backup schedules and so on. With that knowledge in place, we install monitoring software to trigger automatic alerts about server availability, replication health and more. Our expert Remote DBA team takes care of our customers’ databases with continuous monitoring services and responsive remote support. Remote DBAs are also tightly and directly integrated with MariaDB’s Technical Support team for cases that require escalation.

“ MariaDB’s Remote DBA is absolutely amazing. It’s an expert resource on tap – easy to contact, helpful and very responsive to where we are using it. Every dollar we invest translates into great value in helping us to be more agile as we strive to meet our business objectives. ”

– Steve Sharpe, System Architect, Teleplan



## RESOURCES TO MANAGE EVERY PART OF YOUR DATABASE

Remote DBA services are flexible, accessible and efficient – helping you ensure your database always meets your applications’ needs.

REMOTE DBA SUBSCRIPTION	
Installation of monitoring and alerting solution	✓
Real-time chat service	✓
Telephone support as necessary	✓
Initial environment and configuration review	✓
Database configuration recommendations	✓
Backup configuration and monitoring (limitations apply*)	✓
Best practice recommendations	✓
Database recovery assistance	✓
Backup verification via automatic restore (limitations apply*)	✓
Replication setup, configuration, and repair	✓
Assistance in schema related changes and migrations	✓
Reactive tuning assistance	✓
Quarterly upgrades of MariaDB Server (limitations apply*)	✓
Quarterly security and performance audits as requested	✓
Semi-annual architecture review as requested	✓
Other database administration-related tasks as agreed	✓

\* See [mariadb.com/subscription-services-policies](https://mariadb.com/subscription-services-policies) for details.

## SPEAK WITH A MARIADB EXPERT ABOUT REMOTE DBA SERVICES

Our Remote DBA experts have been solving highly complex database issues for MySQL and MariaDB since 2003. They have deep experience as DBAs and software developers and are the world’s best resources to ensure your deployment is always up and running. [Contact us](#) to learn more about MariaDB Remote DBA services.

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