



## The benefits of our service are compelling

We know you depend on your databases to support your business. We also know that supporting these databases can prove to be an expensive and time-consuming task. For those very reasons, our market-leading Remote Database Administrator (DBA) package is a popular service within our customer base.

The benefits of Ardenta's Remote DBA service are compelling: better cost control, improved management time, and the ability to focus your internal IT Team on other tasks. For databases running on Unix-based operating systems, we offer:

- Installation
- Performance Tuning
- Database Administration and Management
- Problem Analysis
- Backup and Restores
- Upgrades
- Migrations
- Database Design
- HDR management

Our database management service complements Ardenta's other remote managed service offering, Remote System Administrator, which includes operating system support, upgrades, job monitoring, performance tuning and server provisioning.

## Our promise

Throughout all of our managed services, our promise is to deliver the highest satisfaction to our customers, backed by stringent Service Level Agreements.

Our 24x7 Managed Services remove the headaches of running operations on a daily basis and protect the very foundation of your corporation, allowing you to focus on your business.

## A range of leading Remote DBA services

We provide the following range of services as part of the Ardenta Remote DBA package:

- System health checks to ensure optimum use of existing resources.
- Reorganisations to improve performance and avoid critical issues with software limitations.
- Upgrades to take advantage of new features.
- Data migrations, where necessary.
- Initial installation and configuration of new environments.
- Key status and performance monitoring / problem diagnosis through our in house scripts and a range of applications.

## Let us give you a huge advantage

Having remote database administration available 24x7 is a huge advantage for any organisation. With Informix, Oracle and other database expertise, we enable you to control costs, better manage your time and focus your IT team on strategic matters.

“As well as providing a thorough, detailed examination and audit of our systems, Ardenta was keen to see us make the most of the findings, offering help with implementation of any aspects of the audit. It is clear they have a deep knowledge of the products and are genuinely keen to see you get the best out of the products you have.”

Paul Sanders, Travel 2 Limited,  
Manchester



## Benefit from our years of experience and expertise

At Ardentia, our team of highly skilled technical experts have a proven track record in delivering a range of Managed Services for organisations in a variety of industries. Our customers include:

**Betfred • Blue Square • BUPA • CentreBet • ITV • The Health Lottery • Victor Chandler**

## Cost control, better management and sharper focus

### Cost control

You can set up our Remote DBA service quickly and efficiently. With no hidden costs, budgeting is easy. Just consider the alternative: employing internal support teams with the right IT skills is costly. And if for much of the time you're underutilising those staff, it's also hard to justify. Ardentia employs competent, certified teams with strong portfolios of relevant skills.

### Management Time

Many organisations suffer a high turnover of internal IT staff, partly because of the repetitive nature of support work. This brings a whole set of potential problems for management, including staff shortages, high recruitment fees, training costs, and a dependency on contract staff.

By outsourcing your support functions, managers can save time, focus on other important issues, and maximising their productivity.

### Internal IT Team Focus

Outsourcing key support functions lets you free up your internal team for revenue-generating front office developments and retain the capacity to cope with ever-changing business needs.

## Best-in-class SLAs

All our Managed Services are underpinned by a Service Level Agreement (SLA) that forms the backbone of the services we offer you. This ensures that any technical problems you encounter are dealt with swiftly and efficiently, minimising disruption to the business.

All the elements set out in the SLA are measured and monitored in accordance with Ardentia's Quality Management System.

But more than that, our SLAs reflect our commitment and dedication to assisting and supporting our customers. We'll undertake to promptly meet your timescales, with proactive monitoring and support, the best project and migration management and rapid resolution of any issues arising.

## The Ardentia difference – excellence through expertise

Founded over 10 years ago by highly skilled technicians, Ardentia's grassroots shape our culture of technical expertise and excellence today. Since our beginnings, we have flourished as a successful and growing IT consulting company, providing Managed IT Services, Hosting & Cloud Solutions and Professional Services.

Our culture of expertise and excellence helps us to deliver on our mission to ensure that customers' enterprise information systems are designed, implemented, managed and fully supported at optimum levels.

So why not get in touch and see how we can help maximise your systems?

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