



Database Administration is essential for the integrity of your SQL Server, but it can be a time-consuming burden on your IT Staff. Free up your internal resources for other important projects by having BizTech's team of VISUAL and Database experts do these monthly DBA tasks for you!

BizTech offers Remote Database Administration (RDBA) to customers using Infor VISUAL ERP with Microsoft's SQL Server database platform. For a fixed monthly price, your SQL Server databases are monitored 24/7 and managed from a remote location. Our expert Database Administrators will ensure that your databases and server system are at optimal performance.

REMOTE DBA SETUP PHASE

Phase 1 in a successful Remote Database Administration process is the **Setup Phase**:

STEP 1



Establish remote connectivity to the database server.

The BizTech Database Admin will work with the customer to establish a remote connection to the database server. This can be via a Virtual Private Network (VPN) connection or a direct connection. A remote desktop connection to the database server is required. This will be used for the initial setup and for regular Remote DBA work.

STEP 2



Analyze database server operating system and database software.

The BizTech Database Administrator will review the service pack levels of Windows Server and SQL Server. If any service packs are required, they will be applied outside of normal business hours. The database server hardware will be analyzed to be sure optimal performance can be achieved.

STEP 3



Verify VISUAL Databases are setup correctly.

The BizTech Database Administrator will review the database server settings to be sure they comply with Infor recommended options. Run scripts to analyze table structure and row counts. Run scripts to verify all standard database triggers and indexes are in place for the version of Infor VISUAL ERP in use at the company.

STEP 4



Create New Database Maintenance Plans following best practices.

The BizTech Database Administrator will create new SQL Server database maintenance plans that will include checking database integrity, rebuilding indexes, updating statistics, full database backup daily, transaction log backup every 2 – 4 hours during business hours, backup file cleanup, and summary reporting including error notification.

STEP 5



Setup Database Mail and e-mail notifications.

The BizTech Database Administrator will setup e-mail notifications from the database server. These e-mail notifications are sent to a BizTech distribution group and optionally to a customer contact. This will allow for daily monitoring of the summary reports and immediate notification of any failures in the steps of the Database Maintenance Plan.

REMOTE DBA MONTHLY MONITORING PHASE

Phase 2 in a successful Remote Database Administration process is the **Monthly Monitoring Phase**. There is a minimum level of reporting and recovery services included, and some optional regular backup services that can increase your confidence that your VISUAL databases are safe.

Daily Local Backup, Maintenance, and Monitoring Options (required minimum):



ENSURES
DATABASE
HEALTH

1. With the Database Maintenance Plans created in the setup phase, the BizTech Database Administrator will ensure that all designated production databases are backed up on a daily basis. The scheduled back-ups can be coordinated with tape backup schedules.

2. The Maintenance Plan will make sure the designated production databases are optimized for best performance. Daily updates of indexes and statistics will improve user experience.

3. Database Mail will be setup to send e-mail notifications of any errors that might occur during the various maintenance plan steps. The successful completion of the maintenance plan will be sent by e-mail to the BizTech distribution group specially created for the customer.



DATA IS
SAFE AND
SECURE

4. The Remote DBA plan includes up to 4 hours per month of Database Recovery Services. This includes production database restore from previous daily backup only. The daily monitoring will ensure backup files are available on the server. BizTech is not responsible for local hardware failure if you are not using remote backup services to data center.

Optional Add-On Database Administration Services (additional cost):

A. Weekly Database Backup to Data Center

The BizTech Database Administrator will setup an automated process to compress and copy full database backup files to the BizTech Data Center on a weekly schedule.



PROACTIVE
DATABASE
ANALYSIS

B. Monthly Database Backup to Data Center

The BizTech Database Administrator will setup an automated process to compress and copy full database backup files to the BizTech Data Center on a monthly schedule.

C. Monthly Database Server Service Packs and Health Report

The BizTech Database Administrator will review all newly released Service Packs from Microsoft and schedule a time to apply required updates to the database server. This may include operating system update, SQL Server updates, or Infor patch updates. A detailed database server health report will be prepared and submitted to the you monthly.



FIXED
MONTHLY
COST

D. Daily Backup of All Critical Database Server Files to Data Center (up to 50 GB)

Using automated backup software called Mozy Pro Online Backup, the BizTech Database Administrator will create a daily backup job of all the critical folders and files on the database server. This option will backup as much as 50 Gigabytes (GB) of data (higher data plans are available). The smart software will securely backup the database server files daily and keep weekly historical copies for extra protection. This backup method will allow for a full recovery in the event of a major hardware failure or hardware loss at your location. This service requires a high-speed internet connection from the database server or from a local network client.

Contact a Solutions Advisor at 800.804.4715 or Sales@GoBizTech.com for more information about BizTech's SQL Server RDBA Services!