

Elastabytes **SQLCare & SQLCare+**



SQLCare packages from ElastaBytes will give you total confidence in the security and availability of your SQLServer infrastructure both in the Cloud or Hybrid.

Data is the life blood of modern businesses and managing it correctly is crucial. If you have made the decision to move your SQL Server estate to either the cloud or a hybrid solution, a SQLCare or SQLCare+ support package can help. Available from ElastaBytes, these managed services are revolutionising the way data is cared for in the cloud today.

As more and more businesses move to the cloud to control costs, they are finding configuration complex and on-going management time consuming, which is impacting the performance of their data and often leading to increases in data outages.

Elastabytes' SQLCare packages will give you total confidence in the security and availability of your SQLServer infrastructure. They will ensure your business' most critical asset is available to you at all times, giving you guaranteed SLA's for High Availability and Data Recovery to get you back up and running quickly should disaster strike.

The Backup and Restore routines will help future-proof your data and the 24/7 Helpdesk and Monitoring Service will give you access to a team of database experts whenever you need them. The premium service of SQLCare + includes all the SQLCare package components, but with the added features of Performance Tuning and Application Optimisation. This analysis of your database will highlight any causes of slow performance or outages and recommend ways made to improve the overall effectiveness of your system. Additionally, with SQLCare+, an ElastaBytes expert DBA can be made available to you on demand in times of emergency.

Company Overview

ElastaBytes is an exciting new venture between Bytes Software Services, the UK's number 1 Microsoft LSP and ElastaCloud, the thought leaders for Big Data, High Performance Computing and cloud platform innovation. ElastaBytes was created to be the engine for valuable managed services delivery to cloud platforms, with Microsoft Azure being one of the company's early focuses. The company harnesses the experience and customer reach of Bytes Software Services with the capability, innovation and Azure leadership of ElastaCloud.

SQLCare and SQLCare+ for your business



Monitor

24/7 monitoring keeps an eye on your servers all year round, making sure problems are picked up and dealt with.



Manage

We completely transform the way your data is cared for, allowing full peace of mind that it will always be available when you need it.



Optimise

Analysing and fine-tuning your system to make it as effective as possible means it is easier to safeguard your data in the future.



Support

Our expert team is ready around the clock at our helpdesk, advising on anything from availability to resource utilisation

Once your databases are in Azure, we'll deliver a 24 x 7 service to ensure that your SQL server investment is fully monitored and available, and should disaster occur, up and running within your SLAs.

	SQLCare	SQLCare+
> 24 x 7 x 365 Monitoring	✓	✓
> 24 x 7 x 365 Helpdesk	✓	✓
> High Availability & DR	✓	✓
> Backup & Restores	✓	✓
> Remote DBA	✓	✓
> L1 & L2 Resolves Teams	✓	✓
> L3 Resolves Team	✓	✓
> L4 Premier Support	✓	✓
> Performance Tuning		✓
> Application Optimisation		✓
> Emergency DBA		✓



Not migrated your SQL estate to the Cloud yet?

We can help you migrate with a flexible engagement model that allows you to make the most of your own internal resources, alternatively we can provide a full transition plan with resources to make a managed move on your behalf.

We know that our performance in a crisis is what sets us apart from our competition. With this in mind, we've evolved a set of ambitious but achievable SLAs that will give you confidence that you're in good hands.

Level	Response	Target Fix	Update (Business Hours)
1	15 minutes	4 hours	1 hour
2	15 minutes	8 hours	2 hours
3	60 minutes	24 hours	24 hours
4	24 hours	48 hours	As assigned

To find out more about **Elastabytes SQLCare & SQLCare+** contact us on:
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ELASTABYTES

Managed cloud infrastructure for robust IT