



## I'll need to sack my DBAs

If you already have an in-house DBA(s), hiring a Virtual DBA compliments and extends your existing team. Our plans are flexible so you can determine how involved you'd like us to be. When you sign up for the Virtual DBA service, we agree to a support policy. This policy is tailored to your environment and requirements, detailing what you'd like us to take care of.

## I can't trust external consultants with company data and servers



Ensuring your data is safe is our number one priority. We understand the importance of being always on and we pride ourselves on ensuring 100% availability on your behalf. Our Virtual DBA team are Microsoft trained and certified. All of our staff are police and background checked before joining the team. We also sign NDAs for clients that require an additional level of security.



## My IT team won't know what's happening with our databases



We consider ourselves to be part of your team. As a Virtual DBA customer, you will receive a daily health check reporting on the status of your databases over the previous 24 hours. If any alerts are triggered, you will be informed immediately. We notify you of any changes we make and strictly adhere to your change management procedures.

## I'll be tied into a long term contract

All we ask is for 4 weeks' notice if you wish to cancel your Virtual DBA plan. We also analyse your usage every 3 months to ensure you're on the most suitable plan.



## Virtual DBAs are reactive, not proactive

We all know that from time to time, with databases comes problems. We configure our monitoring tools and set thresholds tailored to your environment which allows us to notify you of potential problems before they occur.



## A Virtual DBA will cost me more in the long run

We believe it would be very difficult to hire a Microsoft SQL Server DBA(s) for 24 hours a day, 7 days a week including public holidays for less than what it would cost you for even our most comprehensive plan.



## I'll have to permanently upgrade my plan to cover short term work

We understand that work doesn't always come in a steady stream. That's why our plans are flexible. We allow you to upgrade your plan or purchase additional hours, whatever is more suitable for you. For added flexibility, Virtual DBA hours on the Gold Plus plan are accrued and averaged over a 3-month period.



## A different person will be working on my database every week

When signing up for the Virtual DBA service, we assign a small team who are rostered to work on your databases. This allows us to provide genuine 24 x 7 x 365 on shift support that is always operational and not just on call. We believe having a small team who understand your databases inside out is better than having one person and risking a single point of failure.



## I'll lose visibility of my servers

We log everything we do from major upgrades to routine administrative tasks for you to access at any time. All of our clients receive a daily health check reporting on the status of your databases over the previous 24 hours and a weekly account summary itemising how many hours were used and what we did as a result.



## I won't get my money's worth

Depending on the level of support you require, our plans range from \$1,450 ex GST to \$10,000 ex GST per month, covering all your servers in a single domain. All Virtual DBA plans include 24 x 7 x 365 on shift support. The Virtual DBA service operates throughout the night, weekends and public holidays - never getting sick or tired. Could you hire a senior SQL Server DBA who is willing to match that for less?



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