



MANAGED SERVICES.

The State of Something Good.

Your database is one of your business' most precious assets. As such, it requires the constant care of professionals to keep it up and running and performing well.

Our Remote Managed Services platform is a safe and cost-effective way to manage your database environment while providing an added degree of stability and assurance. Each member of our professional DBA staff has over 15 years of production-level experience with the database technologies we support. We assign primary and backup resources to every account, no matter the size and number of databases we monitor.

Advantages to Remote Database Management with Nugravity:

- ✓ Experienced DBA Professionals
- ✓ Non-invasive 24x7x365 Monitoring
- ✓ Flexible Packages Available
- ✓ Cost Reduction and Price Certainty

PulseDBA™

**100% Customer
Service-Focused**

Experienced

Professional

Flexible

Cost-Effective

24x7 Monitoring

**Move Forward with
Confidence!**

 **nugravity**

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(877) 220-0806

The logo for PulseDBA, featuring the word "PulseDBA" in a white, sans-serif font with a trademark symbol, set against a blue rectangular background.

- ✓ 1 Free Database Health Check
- ✓ 24x7 Pulse Monitoring
- ✓ 24x7 Support Availability
- ✓ *PerformancePlus*™
- ✓ Multi-Database Discount

***PerformancePlus*™**

It's not enough to just monitor your systems for availability and performance, you must be equipped to react to critical situations with skilled and experienced DBAs 24x7.

PerformancePlus™ is our innovative approach to monitoring which combines our best-in-class, proprietary monitoring tool *PulsePlus*™ Monitor with the interaction of experienced Real-World DBAs that understand your database and know exactly what to look for and, most importantly, how to fix it when it breaks.

Root cause analysis frequently suggests that most outages could have been prevented by intervening early in the problem lifecycle. By examining your entire system using our proprietary metrics collection tools, we are able to forecast and solve most events that will impact your database performance and availability before they happen.

Whether your database is in New York, Toronto or Dubai, we keep it running at peak performance 24x7. And if an unexpected situation should arise, our Real-World DBAs resolve it safely and expediently and we provide you with a full incident report outlining the cause and remediation steps taken.

See Table 1A below for an overview of *PulsePlus*™ Monitor capture metrics and monitors.

Putting it all together.

Putting together the right plan for your business couldn't be easier.

For Oracle, IBM DB2, Sybase IQ and Oracle TimesTen database technologies, a single *PulseDBA*™ subscription applies to a unique **named, single-instance database**. This gives you the flexibility to support multiple databases under appropriate service levels on a single server.

For Microsoft SQLServer, MySQL, Sybase ASE, PostGRES, MongoDB and Casandra database technologies, the *PulseDBA* package applies to a single **server** on which the database software is running. This gives you the flexibility to support as many Production databases on the same server as you need to under a single Managed Service package. NOTE: The term server refers to physical or virtualized host.

You can mix and match packages as needed to build a plan that suits your business requirements and your budget.

IS IT EASY TO GET STARTED?

It's as easy as 1-2-3.

We work with you to tailor each Managed Service SLA (Service Level Agreement) to your business needs and budget. Our 3-step process takes you from start to finish and can be delivered within a few business days.



1

Needs Analysis

We start by walking you through a simple questionnaire designed to flesh out your technical requirements in order to help us become familiar with your database assets.



2

Establish an SLA

We construct a **plan** that provides the right level of service for your business.



3

Create a Strategy

We work with your team to develop a professional implementation strategy that suits your implementation requirements and timeline.

NEXT STEPS?

For more information on *PulseDBA*™, *PulseDBA*™ Lite or any of our other packages.

Call us at 1-877-220-0806 or, visit website at <http://www.nugravity.com/empower> and submit your information on the “INTRODUCE YOURSELF AND YOUR BUSINESS” form at the top. Or, you can email us at empower@nugravity.com.

Someone from the Nugravity team will get back to you within 1 business day.

Table 1A – *PulsePlus*™ Monitor capture metrics and monitors.

Monitor Category	Description
Resource Capacity	<ul style="list-style-type: none"> ✓ Database, physical ✓ Database, transaction logs ✓ Database, tablespace ✓ Database, memory & CPU ✓ O/S, filesystem ✓ O/S, memory & CPU
System Health	<ul style="list-style-type: none"> ✓ O/S, system error messages ✓ O/S, application error messages ✓ O/S, system resource health and availability
Database Health	<ul style="list-style-type: none"> ✓ Database, availability ✓ Database, alert monitoring ✓ Database, trace file monitoring ✓ Database, functional performance ✓ Database, backend process monitoring ✓ Database, data dictionary monitoring ✓ Database, system catalog monitoring ✓ Database, Lock analysis & escalation ✓ Database, session activity
Database Schema	<ul style="list-style-type: none"> ✓ Schema, table/indexes changes and structure validity ✓ Schema, materialized views refresh status and validity ✓ Schema, referential integrity & constraint status and validity ✓ Schema, program unit validity ✓ Schema, custom application support
Database Backup	<ul style="list-style-type: none"> ✓ Database, backup validity ✓ Database, backup errors ✓ Database, recoverability
Database Enhanced	<ul style="list-style-type: none"> ✓ Database, Oracle Data Guard / Active Data Guard ❖ Database, Oracle RAC monitor (incl. Exadata & SuperCluster) ❖ Database, MySQL Cluster monitor ❖ Database, Microsoft Failover Cluster Server ❖ Database, MongoDB Sharded Cluster monitor ❖ Database, IBM DB2 High Availability monitor ❖ GoldenGate, alert & error monitor ❖ GoldenGate, process monitor ❖ GoldenGate, throughput monitor ❖ Database, refresh processing ❖ ETL Processes (w/ vendor-provided tools)

❖ Indicates EdgeDBA™ packages only