Remote Database Administration Service

Managing SQL Server databases efficiently and effectively in a timely manner is critical to the successful operation of IT systems.

Williams Woodward Remote Database Administration (DBA) Service, part of our technical services solutions, ensures databases are regularly maintained and hence kept fully optimised to enhance reliability and performance.

Many companies may have a small number of SQL Server database systems which may not justify having a full time DBA on site. However, moving the DBA role into a general IT function can prove lacking in terms of maintenance and optimisation.

The remote DBA service is a cost effective method of tackling this issue. It will typically provide three areas of support, although this can be customised to match customer requirements.

- **Daily Checks & Weekly Jobs**
- **Optimisation of Performance**
- **Other Scheduled Work**

Alternatively you may receive temporary assistance due to pressure of work, for holiday cover or through a current DBA leaving the organisation.

Williams Woodward's DBA Service offers a cost effective method of tackling this issue.

Although our DBA Service can be customised to suit individual customer requirements there are 3 key elements to our DBA Support Service.

Daily Checks & Weekly Jobs

This part of the service is similar to a system health check, but it happens on a daily basis.

A DBA will carry out a number of daily checks to ensure that the system is running without any issues. It is also the primary tool for pro-actively avoiding many of the problems that may arise in the future. Many of the values of these checks, such as performance metrics and disk space may be recorded for trend analysis.

Along with the daily checks, a number of jobs will be put in place that run at the weekend. These are used to check for such things as database corruption, validity of database backup files, rebuilding fragmented indexes and so on.

Optimisation of Performance

Over time as more data is input into the system, the responsiveness of specific queries and processes may run more slowly. It is also true that the entire system can become less responsive due to large amounts of a server's memory, CPU and disk I/O being used for a small number of inefficient processes.

AGRESSO Business World and other systems that use a database to store large amounts of data are intended to receive on-going, regular optimisation. In some cases the optimisation provided by many DBAs and IT professionals is superficial and doesn't deal with the key issues.

In-depth optimisation will be on-going for the life of this service and will resolve many of the issues that may have adversely affected performance to date, and will also fix potential future issues before these impact negatively on the end-user experience in the future.

Other Scheduled Work

Williams Woodward offers a wide range of technical and Database Services to assist clients in maintaining their business systems effectively. These services include server migrations, upgrades to new versions of software and in-depth analysis of application or technical issues. These services are subject to additional costs and optionally can be done out of business hours.