Rackspace DBA Service Blocks

Get peak performance across the most popular relational, NoSQL and cloud-native databases while minimizing the cost of management.

Maintaining infrastructure and tuning databases can be a major drain on IT resources. Many database technologies are easy to get going but become incredibly challenging to manage at scale. At larger enterprises, database administrators (DBAs) often spend time managing existing databases, leaving little time for provisioning, testing and tuning new databases that support application development. Similarly, developers at many startups spend an inordinate amount of time optimizing at the database level rather than writing code. In both cases, this can slow database deployment and negatively impact time-to-market.

Experts Dedicated to Your Success

Take the pain out of database management while optimizing performance. A team of certified DBAs at Rackspace provides the deep expertise that you need for your database environments. Whether you're looking to offload the day-to-day management tasks of operating your databases or need to augment your team with experienced and certified DBA's that can fully tune and optimize your databases for performance, Rackspace offers choice in service blocks to meet your needs, including Proactive Database Management and Advanced Database Tuning.

Proactive Database Management Features

Round-the-clock database management to ensure databases are always healthy, available, backed-up and secure.

Access to expertise: Rackspace's team of over 300 certified DBAs have deep experience with troubleshooting and maintenance execution on relevant database technologies.

Availability monitoring: Our experts leverage monitoring tooling allowing them to track metrics and events on the customer's database and will either fix an issue when it occurs or notify the customer of any necessary next steps.

Backups, restoration, and recovery: In partnership with the Rackspace Managed Backup Team, the database team ensures backups are executing as expected and recovers data in the event of a crash or storage failure.

User and security management: Rackspace's team of experts will help manage database environments by ensuring only the right access is allowed and best practices are followed.

Round-the-clock support: We monitor databases to ensure they are operating/performing correctly and take action as needed to avoid potential issues, react quickly when issues arise, and provide feedback on changes needed to improve performance.

About Rackspace

Rackspace is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2019 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- 30,000+ database instances under management
- 300+ certified DBAs
- Named the first-ever Certified Hosting Partner by MySQL
- Five-Time Microsoft® Hosting Partner of the Year
- 100+ Microsoft-certified professionals
- Oracle Platinum Partner
- Over 1,500 Oracle deployments

Key Benefits of Proactive Database Management

Low Total Cost of Ownership: DBA resources are expensive and scarce. We provide customers cost-effective access to a deep pool of DBA expertise to ensure databases are healthy and available without hiring resources or assuming additional costs.

Proven expertise at scale: With 300+ certified DBAs managing over 30,000 databases across the globe, we manage some of the largest and most complex database implementations in the world.

Customer's team augmentation: We provide access to an extended team of experts that can ensure that instances and databases are created/changed based upon best practices and sized correctly every time. Customers can also segregate duties such that their product environments become more secure.

Reliability: Rackspace works with expert storage and backup engineers to resolve issues and ensure that backups occur as expected and restore from backup data as needed.

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Advanced Database Tuning Features

Advanced DBA service offerings focused on optimizing performance and accelerating innovation.

In addition to the Proactive Database Management features, customers get:

Lead Database Administrator: Every customer is assigned a named DBA who serves as an expert on both the database platform and the application environment that it supports. The Lead DBA will conduct regular health checks with the customer to identify any potential issues or areas of improvement.

Performance analysis and optimization: The more complex the database implementation and volume of traffic, the more challenging it is to get databases performing optimally. This can range from queries that are running too slowly to replication lag and beyond. Rackspace's DBA team is equipped with customized tooling and experience to get the most out of database technologies. We are available to assist in identifying performance issues and make suggestions on tuning database parameters to ensure maximum performance and uptime.

Advanced troubleshooting: Sometimes a database performance or stability issue extends beyond just the database itself. By analyzing database usage and collaborating with the customer to trace back how their applications use the database, we can diagnose even the most complex database issues.

Best practices consultation: Customers can often be unsure of how a database technology will respond to a change in the application layer or want to take advantage of a new database technology feature. We have the expertise to answer some of the most complex questions and provide the correct guidance.

Long-term database planning: As workloads grow, database scaling needs and database feature requirements change. With in-depth knowledge of the different database technologies and their best practices, Rackspace DBA's can help plan out long-term evolution of their database implementation.

Supported Platforms

- Amazon Web Services EC2 Instances or Native Database Technology (e.g., AWS RDS)
- Microsoft Azure VM instances or Native Database Technology (e.g., Azure SQL)
- Google Cloud Platform VM instances
- Rackspace Managed Hosting
- Rackspace Private Cloud
- Rackspace Public Cloud

Supported Database Technologies

- **Relational:** Oracle, Microsoft SQL Server, MySQL, Postgres, MariaDB, CockroachDB
- **NoSQL:** MongoDB, Elasticsearch, Redis, Cassandra, Couchbase
- **Amazon Web Services Native Databases:** Aurora, RDS Postgres, RDS MySQL, RDS Oracle, RDS MS SQL, RDS MariaDB
- **Microsoft Azure Native Databases:** SQL Database, Azure for Postgres, Azure for MySQL

Key Benefits of Advanced Database Tuning

In addition to the benefits of Proactive Database Management, customers get:

Accelerated innovation: Rackspace experts work to get the customer's databases up and running fast with optimal performance. Customers are free to focus on application innovation and providing value to their clients, ultimately speeding up time-to-market and improving their customer experience.

Increased value from data: The amount and quality of data that a company aggregates is extremely valuable. By reducing data management overhead and maximizing database performance, Customer can focus on extracting the most value possible from their data.

"Knowing that our team of Rackspace experts is readily available to support us gives me the peace of mind that I can concentrate on delivering genuine business value without jeopardising any of the day-to-day tasks that keep the business running."

David Young :: CTO, Metro Bank

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Take the Next Step

Let's talk about how Rackspace DBaaS can help you build and maintain production database environments.

Learn more: **www.rackspace.com/data/dba-services**
Call: **1-800-961-2888**

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