house of brick

House of Brick

Managed Consulting Services

- **24/7 access to the House of Brick on-call team – common issues:**
  - Database down or error
  - Database restores
  - Database errors
  - Connectivity issues
  - Space problems
  - Oracle support ticket management
- **House of Brick's client portal – this allows clients to submit two types of tickets:**
  - Critical tickets which would generate a page to the House of Brick on call team
  - Normal tickets which would include non-urgent project type work that can be scheduled in advance.
- **Guaranteed availability of resources**
- **Regular conference calls with a monthly report of provided services and a detailed breakdown of activities**

Typical Support Offering

- **Proactive health checks with analysis and recommendations.**
- **Performance tuning**
- **Database patching and upgrades**
- **Back-up and DR support**
  - Back-up verification
  - Test restores and cloning test/dev from production
  - DR management
- **Space management**
- **Log management**
- **Proactive alerting leveraging Nagios interfaced with House of Brick's client portal**

Common Customer Needs

- **Need for senior DBA expertise, but not workload or budget**
- **Proactive approach**
  - Emphasis on system health
  - Preventive management
- **Provide day-day support so internal staff can focus on strategic initiatives**
  - Prevent burn-out from afterhours support
- **Cloud and on-prem expertise**
- **Onshore support**

Scoping Input

Number of environments to be supported

Production and non-production

Database versions

High-availability and DR

Options

Databases supported
- Oracle
- SQL Server

Cloud platforms
- Azure
- AWS
- Oracle Cloud

Contract terms
- Fixed price
- 2-year minimum term
- 90-day termination for convenience