

## Proactive Maintenance

### Around the clock Monitoring

SQL on Call servers will watch your servers. You have a DBA on Call.

### Expert Staff

Our staff will become your staff. We have SQL Server MVP's, book authors, public speakers, educators and conference chairs.

### Confident

Our staff will make sure that you are confident in your SQL Server. This will allow you to spend your time working on the issues that are the most important to your company.



With Proactive Maintenance, our servers will “watch” your SQL Servers for any issues or warning signs. Our staff is sent an email and paged immediately so we can resolve the issue before it becomes a problem; we react based on predefined directions. With open communications and clear escalation points, you will be aware of any and all situations. Our servers watch for failed jobs as well as jobs that run longer or shorter than normal. Not only do we watch for job abnormalities, but performance abnormalities as well. If your servers become too busy or your disks are working too hard, we will start troubleshooting by running a trace immediately and automatically. Troubleshooting begins before anyone logs on to the server.

- **Recoverability** – Go home knowing that if something was to happen to your database, your data can be recovered.
- **Reliability** – Your database will be watched 24 hours a day.
- **Future Planning** – Monitoring history will assist in planning for the future. Save money by ordering the correct hardware.
- **Immediate Troubleshooting** – When a problem occurs, our software will take reactionary measures.

A professional service with a personal touch, our staff will quickly integrate with your team. Our Pro-Active Maintenance client has a Primary DBA and a Secondary DBA assigned to them. With our staff working closely with your staff, we will gain an in-depth knowledge of your database and its inner workings. We can make recommendations that will improve your performance, stability and recoverability. Each one of our DBA's will make sure that we recommend the best solutions for your company. They will evaluate and consider all aspects of your goals including timelines, budgets and requirements.



## TECHNICAL SUPPORT

Proactive Maintenance Clients will receive a discount off our already low consulting rates.

# About SQL on Call



SQL on Call is your one stop source for SQL Server assistance. Our goal is to become an extension of your IT department so you don't have to extend current head count to fill your SQL Server needs. SQL on Call services will allow your existing staff to focus on projects.

SQL on Call was founded in June of 2006 and was built on the foundation that all companies need an IT Staff to support their current business.

Our Mission is to keep you focused on moving your business forward by making sure you do not have to worry about your databases.

"SQL on Call has been a lifesaver for our company! We needed our own SQL Server but also required a qualified team of people that could operate it for us and do maintenance. They have been **\*extremely\*** helpful and patient while we got our server installed. After it was online they created the databases we wanted very fast.

So far I have been very pleased with the service received and would recommend SQL on Call to anyone that needs a SQL database management team!"

### - Amanda, Body Art Forms

"SQL on Call is terrific. Chris and his team are top notch. Our relationship started with a SQL Reports project. We were so happy with the results that we have used them for other database projects that are beyond our expertise."

### - Dave Carroll, Sports Websoft

## System Requirements

- We support SQL Server 7.0 to SQL Server 2008
- Ability to connect to your SQL Server via VPN or IP
- SQL on Call will not install any agents
- We create a small number of stored procedures and jobs to assist in the automatic notifications, reaction troubleshooting and performance monitoring.
- Administrative access to your SQL Server.

## SERVICES AVAILABLE

- Proactive Maintenance
- Technical Support (SWAT Team)
- Installation and Upgrades
- Performance Audits
- Security Audits
- Wellness Checks
- Disaster Recovery Plans
- Conference Discounts

For more information on any of our products or services please visit us on the web at:

[www.SQLonCall.com](http://www.SQLonCall.com) or call

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