



# Rackspace DBA Services

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 their time managing existing databases, leaving little time to 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 your data resides at Amazon Web Services (AWS), Microsoft® Azure®, or in dedicated gear, Rackspace is here when you need an additional layer of assistance with implementation, administration, monitoring or troubleshooting.

## Key Benefits

**Low TCO:** DBA resources are expensive and scarce. Rackspace DBA Services grants you cost-effective access to a deep pool of DBA expertise, helping to ensure that your database is running optimally without hiring new resources or assuming additional costs.

**Proven expertise at scale:** Let Rackspace handle time-consuming tasks like installation, maintenance and issue troubleshooting. You can also take advantage of performance recommendations, monitoring and DBA guidance. With 300+ Rackspace DBAs at your side and the power of automation, Rackspace delivers proven expertise at scale and globally, 24x7x365.

**Accelerate Innovation:** Rackspace experts work to get your databases up and running fast with optimal performance. With Rackspace helping you handle database management, your DBAs, engineers and developers are free to focus on application innovation and providing value to your customers. This speeds your time-to-market and improves your customer's experience.

**Increased Value from Data:** The amount and quality of data that companies aggregate is potentially extremely valuable. By reducing data management overhead and maximizing database performance, you can focus on extracting the most value possible from your data.

## Key Features

**Lead Database Administrator:** Every DBA Services account is assigned a named DBA to act as an expert on both the database platform and the application environment that it supports.

**Access to expertise:** At Rackspace, a team of over 300 DBAs actively manage over 30,000 database instances and have deep experience with almost all relevant database technologies. From configuration assistance to query analysis, Rackspace experts are available to help you optimize your environment for your needs.

## 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

*"By hosting SQL Server with Rackspace, we have the scalability we need to spin up databases very quickly and cost-effectively, thanks to the cloud delivery model."*

Paul Rushworth :: Platform Manager, Xero

## 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.

**Proactive database management:** By leveraging the appropriate monitoring solution for your environment, Rackspace can typically react to a database related issue before you even know it is a problem. Rackspace always provides transparency into what is going on with your database environment but removes the burden from you having to manage the issues.

**Optimal performance:** The more complex the database implementation and volume of traffic, the more challenging it can be to get the database technology performing optimally. The DBA team at Rackspace is equipped with customized tooling and experience to help customers get the most out of their database technology choices. Rackspace will continually monitor key database metrics and proactively make suggestions or tune database parameters to help 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 you to trace back how your applications use the database, Rackspace will diagnose even the most complex database issues and offer prescriptive guidance on how to best use the database from within your application.

**Security best practices:** Customers sometimes struggle with the best way to approach security when leveraging a database technology. Many times, the problem being solved for has been addressed with common approaches that align with a wide array of compliance requirements. Rackspace DBAs are well-versed in database technology security best practices and can advise customers on the best path forward.

## 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)
- Rackspace Managed Hosting
- Rackspace Private Cloud
- Rackspace Public Cloud

**Note:** Remote services are available where Rackspace management is not.

## Database Technologies Supported

**Relational:** Oracle, Microsoft SQL Server, MySQL, Postgres, CockroachDB

**NoSQL:** MongoDB, Elasticsearch, Redis, Couchbase

**Big Data:** Hadoop, Kafka, Spark

**Amazon Web Services Native Databases:** Aurora, RDS Postgres, RDS MySQL, RDS Oracle, DocumentDB, Redshift

**Microsoft Azure Native Databases:** CosmosDB, SQL Database, Azure for Postgres, Azure for MySQL

### Take the Next Step

Let's talk about how Rackspace DBA Services help you achieve your goals.

Learn more: [www.rackspace.com/data/dba-services](http://www.rackspace.com/data/dba-services)

Call: 1-800-961-2888