

We excel in the maintenance and the support of databases like nobody else.

Database Management, supporting your organisation and your technical staff: we support your operational processes related to database management where needed and requested.



DATABASE MAINTENANCE

We take care of the management of your business critical databases. We make clear agreements for the daily management of your database environment in managed services contracts, which contain transparent service level agreements adapted to your needs.

Database management

Caitlann takes care of the daily management and monitoring of your databases; Oracle – Microsoft SQL – MySQL - ... We schedule your back-ups, install updates and patches, communicate changes, permanently control the actual status and keep an eye on the desired performance.

Change and Release management

Important changes or the installation of new versions are carefully prepared, we make an inventory of the impacted systems, propose a detailed planning and we perform the changes in collaboration with your organisation. In these cases we guarantee a clear project approach.

Capacity management

We permanently control the database capacity and the load on all parts of your databases and the systems on which they rely. If we see upcoming issues for the future, we proactively get in contact with you in order to avoid these problems impacting your production systems.

Monitoring and Action

Our automated monitoring systems permanently control a broad range of parameters on which good performing databases depend. If problems are detected, our team of database experts immediately reacts to quickly solve the detected problems in order to avoid database unavailability.

Reporting

We automatically provide you with a monthly report containing an overview of how your databases performed during this period. If unexpected events would occur, our Service Delivery Team will immediately get in touch with you to discuss them and design a resolution scenario.



DATABASE SUPPORT

We are always at your service. Our technical database experts and our Service Delivery Team are non-stop at your disposal to help you with unexpected problems and all types of questions and requests you could have. In the scope of the daily support of our customers we offer much more than just the technical assistance. We can be contacted through different channels: by phone, by e-mail, and by our on-line ticket system.

Incident and problem management

All your problems and questions can be submitted to our experts every day of the week. They are at your disposal to solve your problems as quickly as possible.

Access management

If changes would occur at the organisation level of your company, we can take care of the modification of the access rights and permission settings to set them in line with the new organisation.

Evaluation

Our Service Delivery Team regularly organises meetings or workshops at your premises to discuss all parts of the managed services agreement and to evaluate recently occurred events or incidents.

SUPPORT LEVELS



Our Managed Service Contracts can be signed with 3 different support types:

Silver or Gold or Platinum

Silver

The “Silver” contract is aimed at companies or organisations which only want to report problems in combination with the need of professional assistance within a short period of time (next business day).

Gold

The “Gold” contract is based on the “Silver” contract, completed with the supplementary guarantee that our database experts will be at your disposal within the next 4 working hours to solve your reported problems. This type of contract is aimed at companies that require a short response time on reported problems and that cannot be solved by the internal IT staff.

Platinum

The “Platinum” contract offers much more than just the availability of technical expertise. With this type of contract your database platform becomes our responsibility. With this type of contract we will monitor your databases 24/7, proactively perform necessary interventions to avoid problems,...

In the table below you can find an overview of the most important activities which are covered by our experts in the scope of the different support levels.

Activity	Silver	Gold	Platinum
Problem resolution	●	●	●
Preventive maintenance tasks	-	●	●
Permanent monitoring	-	-	●
Backup/Restore procedures	●	●	●
Check status standby database	●	●	●
Health Check	2x / year	Monthly	Non-stop
Periodic Reporting (monthly)	-	●	●
Periodic Evaluation (2x per year)	-	-	●

Price

The monthly fee of a Managed Services contract is lower than the cost of a full-time DBA, without losing any quality and flexibility.

Quality

Having experience in a broad variety of environments together with the ongoing technical training and the internal communication at Caitlann gives us the possibility to provide you with the best solution for your problems.

ABOUT CAITLANN

Founded in 1998, we started as Oracle administrator for a Belgian pharmaceutical company. Since then we have built a solid reputation in delivering operational database services.

With a dynamic team of highly skilled Oracle-, MSSQL-, and MySQL-database administrators we are serving more than 30 companies internationally; good for a total of more than 1000 databases.

This variety of environments enriches the knowledge and experience of our database experts and makes us a real added value during the evaluation of a client's environment or during troubleshooting operations.

CONTACT US

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SERVICE WINDOWS

Caitlann offers Managed Services contracts with 2 different types of Service Windows:

Type	Description
Comfort	24h/day – 7/7
Basic	10h/day – 5/7 (8:00 – 18:00)



ADVANTAGES FOR OUR CUSTOMERS

Having Caitlann as your database expert partner, managing your database resources becomes much easier.

DBA on request

Database services exactly when you need them, performed by an experienced professional. The ideal solution when you do not have a Database Administrator at your disposal or when your DBA is not available. You can also rely on us if you require very specific knowledge.