NTT

Support Services | Database Solutions

Database Managed Services

Get smarter with your databases

Databases host many of your organization's most critical processes and play a pivotal role in interactions with your clients, employees and other daily business operations. Poorly managed databases hinder performance and stifle opportunity. Don't wait for the worst to happen! Let us manage the ongoing operation, health and security of your databases.

Database Solutions in Australia and New Zealand includes **the former SQL Services.**

Take the stress out of managing your data(bases)

Our skilled team and proprietary database management platform will ensure the ongoing operation, health and security of your mission-critical databases. You can rest easy knowing your data platforms are in good hands with a team that has hundreds of years' combined experience.

We currently manage:

- More than 2,000 SQL Server instances
- Over 400 Oracle databases

Broad database expertise and capabilities

We have more than 20 years' experience in Australia and New Zealand managing mission-critical databases of all sizes, in all industries, and across all versions and editions of Microsoft SQL Server and Oracle.

From the initial design and implementation to ongoing management and administration, Database Managed Services are our speciality.

Technology partners

Our team includes more than 45 highly experienced, certified SQL Server and Oracle DBAs, and Microsoft BI specialists.

We are a Microsoft Gold Certified Partner.

Microsoft Partner
Microsoft

Gold Data Analytics
Gold Data Platform
Gold Datacenter
Silver Application Development

Local presence, global expertise

New Zealand – Auckland, Wellington, Christchurch, Nelson
Australia – Sydney, Brisbane, Melbourne

Choose the level of service that's right for you

From basic administration to 24x7 monitoring of your critical data, we can provide a tailored solution to meet your needs. Gold, Silver or Bronze service levels determine our engagement and response to specific events as informed by our toolset.

Gold
We are your production DBA

Our Gold service level is an end-to-end, SLA-backed solution with round-the-clock monitoring of critical tasks and processes.

It includes full technical and management reporting, and capacity planning.

Silver
Splits the role of production DBA between your team and ours

We work with your team to manage your database environments, providing coverage and escalation for issues.

A regular audit and reporting cycle ensures your database environment is constantly managed and maintained.

Bronze
Regular reporting and access to highly skilled DBAs when you need them

We provide the information, tools and access to our DBA resources when you need them, ensuring your team can best manage your database environments. This service level includes an audit and reporting cycle of your choice.

All levels include access to our secure customer portal.

Your access-all-areas customer portal

Our secure portal provides an easy-to-use interface for all our managed services clients. The portal offers a unique level of control and visibility of your data infrastructure.

Find out more

Talk to us today about the many advantages of our Database Managed Services – and find out how we can help with business intelligence and professional services.

About Database Solutions, formerly SQL Services, and NTT Ltd.

Operating across Australia and New Zealand, NTT's Database Solutions was formerly known as SQL Services. Our highly experienced and certified database administration (DBA) team specializes in providing managed and professional services for Microsoft SQL Server and business intelligence (BI) environments, Oracle databases and general data management projects. We deliver our proactive DBA services through our partners or directly to our clients, providing 24x7x365 support with contracted SLAs for the most complex environments in the market. In addition, we have a team of certified senior database specialists to address any complex SQL Server, Oracle, BI or general data management requirements.

NTT Ltd. is a leading global technology services provider. We work with organizations around the world to achieve business outcomes through intelligent technology solutions. For us, intelligent means data-driven, connected, digital and secure. Our global assets and integrated ICT-stack capabilities provide unique offerings in cloud-enabling networking, hybrid cloud, data centers, digital transformation, client experience, workplace and cybersecurity. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace that spans 57 countries, trading in 73 countries and delivering services in over 200 countries and regions. Together we enable the connected future.

Visit us at **sqlservices.com** or **hello.global.ntt**