



SQLRx[®] Packages

For more information on any of our SQL Rx packages, please contact us at 214-526-7680 x113 or by email to sqlrx@isi85.com.

SQL Rx Service Retainers

Ask us about a SQL Rx service retainer. This time can be used for questions, SQL help, or any other assistance as needed. Retainers are a minimum of 40 hours. Clients receive a monthly statement showing hours billed and available.

SQL Rx ER (Emergency Room) Assistance

Designed for those whose SQL Server is in a **stopped or down state** or has severe performance issues and needs emergency assistance. This is a flat fee service for 24 hours of work which provides **immediate emergency assistance**.

SQL Rx Configuration Assurance

Designed for those who are unsure of whether their SQL Server and/or disk configuration is set to meet their needs properly. We take I/O readings, review current configuration settings, and report our recommendations for the optimal configuration. Ideal for pre- and/or post-installation of software or hardware.

SQL Rx SQL Server Migration/Upgrade

Let our SQL experts upgrade both the physical location of your database and handle the migration from SQL Server 2000/2005 to 2005/2008 all at the same time. We provide guidance, assistance and participation from initial architecture to the final validation, ensuring everything is done according to best practices.

SQL Rx Full Assessment

A Full SQL Rx assessment encompasses the **complete** SQL Performance Tuning analysis of a SQL Server. Our analysis will cover the **capacity and utilization** levels related to hardware components (processors, memory, disk, network cards) as well as confirm the proper **configuration and performance** of each. The analysis will also review all SQL Server databases present on the server in depth, looking for any errors, recompiles, or warnings, as well as long running queries and index optimization.

An **Executive Summary** outlines the most important findings of our assessment organized into three parts: short synopsis written in "layman's" terms; a 1-2 page table that summarizes the findings using color-coded indicators of urgency; and a table of recommendations with **cost-benefit estimates**.

In addition to the Executive Summary, we'll give you a **very** comprehensive report, typically between 80 and 250 pages, detailing our findings. This includes numerous graphs and tables that highlight many aspects of the performance analysis of a SQL system and its instance. For example, processor utilization by processor, various disk metrics by disk, various memory metrics, SQL reads and writes, SQL requests and lookups, locking behavior, log behavior, access pattern behavior, recompilation behavior, long running queries, and index behavior indicators may be provided depending upon their importance. And finally, the assessment concludes with an Action Plan.

SQL Rx Lite Assessment

This is a smaller version of the Full Assessment. The same data collection and analysis as in the Full Assessment is done, but we report only on the highlights and provide less detail on the issues found. We include an Executive Summary outlining the primary findings of our assessment organized in a 1-2 page table, stated in "layman's" terms with color-coded indicators of urgency. A report, typically between 10 and 30 pages summarizes our findings, and concludes with an Action Plan.

SQL Rx Ultra Lite Assessment

This is a smaller version of the Lite Assessment. We still do the same data collection and analysis, but report only on the highlights and provide minimal detail regarding the issues found. An Executive Summary outlining the primary findings of our assessment and its resulting recommendations, organized in a 1-to-2 page bullet list, stated in both "layman's" and technical terms is provided.

SQL Rx After Assessment (Before and After)

This is much like the Ultra Lite assessment and is performed *after the recommendations from a Full assessment have been implemented*. We perform the same data collection and analysis, but **only report the differences** (both good and bad). An Executive Summary outlining the primary findings of our assessment is followed by a list of known changes that occurred between the two analyses. The section concludes with a bullet list and set of color-coded tables that empirically highlight the changes that occurred in the system. The remainder of the report, approximately 5 to 15 pages, provides graphical representations of the observed changes.

RemoteDBA[®] Service

SQLRx's RemoteDBA Service provides a "Part Time DBA" to perform the critical tasks that keep your SQL Server healthy and in an optimal running state. Why do you need RemoteDBA? Assurance, Consistency and Economics are just a few good reasons. Even with a DBA on staff, most businesses *react* to failures. RemoteDBA *prevents* them.

RemoteDBA delivers:

- ❖ **Fractional Economics** – DBA monitoring tasks completed for a fraction of a DBA's cost.
- ❖ **Consistency** – No two DBA's do things the same way. RemoteDBA does.
- ❖ **Completeness** – DBA's may not know what tasks failed or are missed. RemoteDBA does.
- ❖ **Assurance** – DBA's react to failures. RemoteDBA prevents them.

Think of RemoteDBA as *preventive maintenance*. RemoteDBA is an off-site part-time DBA service performed remotely. RemoteDBA services DO NOT provide 24-7 emergency support, traditional "break/fix" or a "help-desk" role.

Up to 4 hours per month of DBA Services will be provided to address system alerts and action items. Additional hours for service work may be purchased at a discounted rate. Occasional on-site presence may also be requested on a mutually agreed schedule for special projects. These hours are separate from the weekly maintenance allotment.

RemoteDBA Options*

Initial Setup - One time setup fee for RemoteDBA configuration to establish initial accounts and connectivity and to set up all jobs and alerts.

Option 1 - RemoteDBA Subscription, billed and paid monthly. Requires 1 month paid in advance.

Option 2 - Prepaid 6 month RemoteDBA Subscription, billed in advance with **5% discount**.

Option 3 - Prepaid 12 month RemoteDBA Subscription, billed in advance with **10% discount**.

* Client or ISI may cancel this Agreement with 30 days written notice. Any prepaid Subscription fees will be refunded on a prorated basis effective 30 days from receipt of notice of cancellation.