



Microsoft SQL Server Managed Service

Our Managed Services go far beyond the average. Our team of Microsoft Solutions Partner Experts continually look for ways to improve your systems, optimising and tuning your SQL Servers, giving you the powerful solutions you need to support and grow your business.

We ensure you have detailed insights into all components in your SQL estate, as well as a full overview and comprehensive information on all activities. Our next generation Advisor service also highlights opportunities for improvements around performance, cost optimisation, data and security.

Three Major Benefits



Cost Optimisation

- SQL Server review and cost optimisation
- Improvement plans
- Service Reviews with our specialists
- Performance enhancements, leading to cost optimisation
- Fully managed service, meaning no surprises



SQL Server Enhancements

- SQL Server performance tuning
- Finetuning queries and optimising configuration
- Cost optimisation through performance tuning and advisory services
- Modernising systems to provide reliable service to your business



Security

- Privileged accounts pose a security risk with higher level of access than needed
- SQL Injection: Malicious users can inject commands into query strings
- Authentication methods and configuration play a key role in securing SQL



Managed SQL Server



24/7 Monitoring & Support

With our 24/7 monitoring & support, focused incident reporting, and proactive reparation, we address issues before they become problems, giving your team their time back



Proactive Monitoring & Optimisation

Our Certified Experts constantly look for ways to improve your systems, optimising and tuning your SQL Servers continually



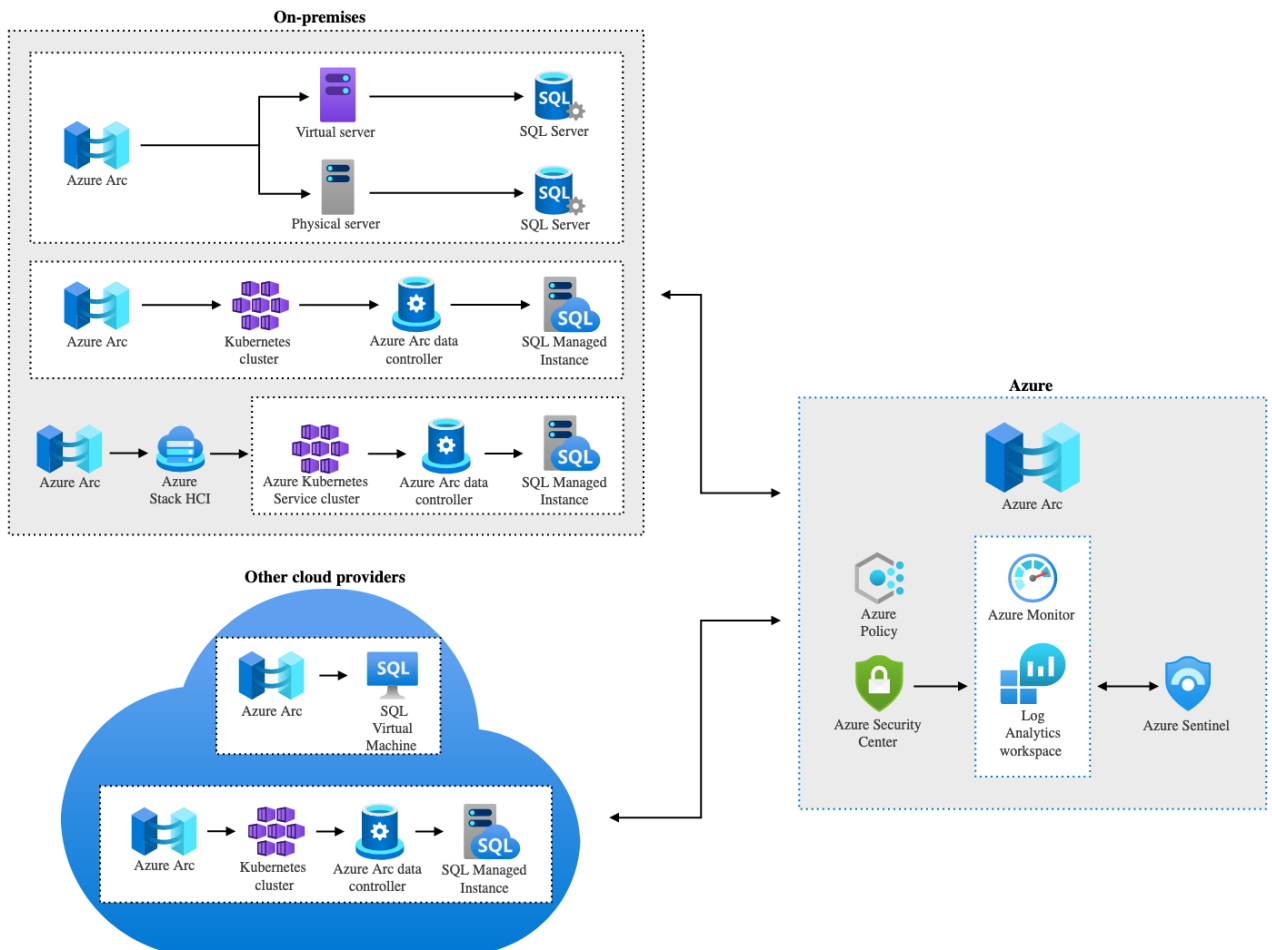
SQL Server Security

Periodic reviews of the Attack surface, Accounts and Authentication, Privilege Escalation and more, to keep your estate safe



Patching & Vulnerability Reviews

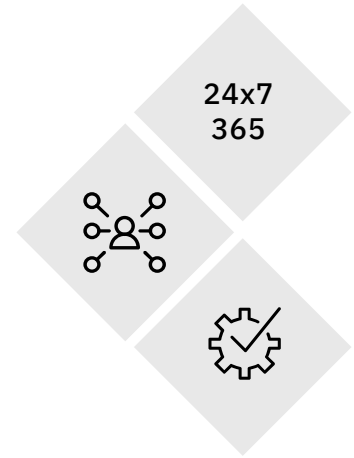
Experts regularly review known vulnerabilities and mitigate them, while performing regular patching to keep the estate secure





Service & Benefits

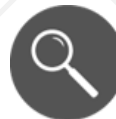
- Fully Managed & Monitored Microsoft SQL Server Estate
- Following Microsoft Best Practices around security posture
- Reducing attack surface
- Optimised Performance to deliver maximum efficiency
- Our team of specialists working closely with you
- Developer Support to provide feedback on queries, stored procedures and other SQL Server objects
- Patch Management for Windows and SQL Server



- **Round-the-clock support** for emergencies (24x7 or 365)
- **Managed & Monitored** – Our team is part of your team when it comes to running the Microsoft SQL Server estate
- Regular **reviews**
- **Event & Incident Management**
- **Certified Experts** - at every level to provide you with the best service and support
- **Simple pricing** structure



ISO 27001
Information Security
Management



ISO 9001
Quality Management



Why Ekco? Our Team...

...Are Experts in What We Do

Our DBA specialists support a wide range of customers with different needs and requirements, and have expertise in high-transaction mission-critical systems. We deliver the highest quality of service through standardised processes and procedures that we have refined on our journey in becoming world-leading SQL experts.

...Delivers Quality and Commitment

Our dedicated and certified engineers are there to support you and your business, ensuring your services are run in an efficient and secure manner.

Service Description	Basic*	Core8**	Smart24***
Preventative Maintenance (Host, Instance & Database)	✓	✓	✓
Patch Management	✓	✓	✓
Capacity Planning	✓	✓	✓
Security Administration	✓	✓	✓
Backup Administration	✓	✓	✓
Backup Testing & Recovery		✓	✓
Portal and Monitoring Platform (xMP)	✓	✓	✓
Advisor (Performance, Security, Dev, Cost)	Basic	✓	✓
Performance Monitoring & Alerting	Basic	✓	✓
Redgate SQL Monitor		✓	✓
Proactive Support	Business Hours	Business Hours	✓
Emergency Support (via Portal & Emergency Line)		Business Hours	✓
Emergency Event & Incident Management		Business Hours	✓

*For Development Systems **For Non-Production and non-Critical Systems ***Mission Critical Production (24/7)