

# MANAGED DATABASE ADMINISTRATION

MDBA Experts Keep The Heartbeat and Health of Your Database at Peak Performance

**Heartbeat:** The operating status of database and host servers

- Monitor database 24/7
- Notification of service interruptions
- Notification when critical thresholds exceeded
- Personal contact follow ups

**Health:** Trends signaling potential problems

- Monitor resource usage statistics
- Track database log file errors
- Verify database backup job completions
- Report growth of database tables
- Regular performance metrics reports

Progress<sup>®</sup> Services brings you secure, reliable and experienced database management. Our Managed Database Administration (MDBA) solution lifts the burden off your IT team, creating more time for strategic work and business growth.

## Progress MDBA is Cost-Efficient and Transparent

Our MDBA solution is more affordable than a full-time DBA, plus it allows you to see for yourself how your database is performing via a web-based monitoring portal with online analytics. More than just a service, we work as an extension of your DBA staff.

## Progress MDBA Offers Unmatched Experience

Our MDBA pros have nurtured the database administration process to keep databases performing at peak efficiency. Problems get fixed without delay. With nearly 200+ years of combined Progress<sup>®</sup> OpenEdge<sup>®</sup> and Progress Software experience, there isn't a challenge we can't handle.

**Questions?** Contact us today and let's get started. **888-874-1880**  
[www.progress.com/openedge-services](http://www.progress.com/openedge-services)

## Progress MDBA FAQS

### **MDBA Service Provides:**

- 24/7 monitoring and support
- Web-based monitoring portal for full visibility
- Preventative and proactive maintenance
- Immediate alerts in event of data disruption
- Availability to assist in hardware migration, file location arrangements, server replacement and backup and recovery strategies.

**MDBA Continuous Surveillance:** Our continual surveillance of your database includes an early warning system to prevent and thwart any potential threats to performance. Plus, you have real-time, full visibility of activity.

**MDBA Full-Time Support:** Our support team is available to your staff around the clock. Support also means remote monitoring, tuning, and database repairs. There are no interruptions to daily operations and customers can access their dashboards at any time.

**MDBA Consulting Services:** We provide you with a variety of consulting services that covers slow query troubleshooting and resolution, onsite installation and policy reviews, database recovery support, long range planning, and high-availability planning.

**MDBA Improvements:** We identify and fix common database issues including index fragmentation, file locations (minimize disk channel contention), and database crash support.

"There have been times when our database has gone down and Progress Services has alerted me even before I knew it. The Progress Services team lets me know if I'm in danger of running out of disk space and the database needs to be restructured. We can do that at night without having to schedule it."

Rick Character, IT Manager  
Fifth Third Bank

## Questions?

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## About Progress Services

Progress Services provides your company with expert implementation, integration, and business domain consulting for Progress products worldwide. With Progress Services, you get the unparalleled knowledge and customer service that comes with direct access to Progress software developers and engineers. Our mission is to ensure your success.

## About Progress

Progress (NASDAQ: PRGS) is a global leader in application development, empowering the digital transformation organizations need to create and sustain engaging user experiences in today's evolving marketplace. With offerings spanning web, mobile and data for on-premise and cloud environments, Progress powers startups and industry titans worldwide, promoting success one customer at a time. Learn about Progress at [www.progress.com](http://www.progress.com) or 1-781-280-4000.

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