



The Application Management Experts

## SQL Server Managed Services

TriCore provides comprehensive remote managed service solutions for your Microsoft SQL Server environment. We support our customers with a controlled budget and 24 x 7 x 365 production support.

We deliver proactive maintenance services – monitoring the customers’ systems daily for a proactive check of your environment, ensuring system integrity and availability. Our reliable monitoring process determines the overall health of your SQL Server environment, helps us to determine strategies to stabilize and optimize hardware and software, and results in a remediation/optimization plan, which can range from project-based consulting to complete maintenance, based on customer needs and budget.

TriCore SQL Server managed services provides a complete managed solution including database monitoring, management, upgrade/migration and backups.

### Database Services

TriCore will perform all tasks necessary to keep the database up and running for end users/application access and use. TriCore’s database service includes:

- Database Performance Monitoring
- Database Backup Monitoring
- Database Critical Event Monitoring
- Diagnostics Installation, Configuration and Maintenance
- Maintenance and Trouble Shooting
- Self-Service Dynamic Database and System Reports
- Event Monitoring
- Proactive DBA Maintenance and Trouble Shooting

### Service Pack and Hotfix Management

TriCore will apply all service packs and hotfixes to SQL Server instances as recommended by Microsoft. TriCore’s Service Pack and Hotfix Management includes:

- SOP for scheduling, testing and applying fixes
- Maintenance driven by users, DBA and/or Microsoft
- Review of all Service Packs and Hotfixes
- Recommendations for critical fixes identified by Microsoft
- As needed remote SQL Server software

### TriCore Provides:

- Database Services
- Service Pack and Hotfix Management
- Backup Strategy Review and Test
- Database Server Migrations and Upgrades
- 24x7x365 Support

## Strategic Partnerships





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**TriCore simplifies the monitoring and management process.**

### Backup Strategy Review and Test

TriCore will review and test the backup strategy on each production instance within your SQL Server environment. TriCore will take responsibility for the database backup and database recovery administrative tasks. A backup SOP will be developed between TriCore and the customer based on their backup strategy and this will be used for managing this process.

### Database Server Migrations and Upgrades

All database server migrations and/or upgrades will be coordinated between the customer and TriCore. We will make sure to schedule the start date and assign a Project Manager and Primary DBA resource to manage the server migration/upgrade efforts. Our methodology and approach allows us to take no longer than two weeks to perform any server upgrade/migration. TriCore's SQL Server managed solution offers unlimited database migrations, in-place server upgrades (same hardware) and server migrations (new hardware) with our hosted solution.

### 24x7x365

TriCore Support Service provides Customer with 24x7x365 support for all environments. All events instantiated by the monitoring environment that occur outside of normal business hours will be handled by the TriCore database administrator ("DBA").

Upon the occurrence of a critical event and/or a "down" database, TriCore will begin the support process immediately upon notification of the event. TriCore will adhere to a 24x7x365 escalation and response plan SOP as defined by Customer and TriCore.

Non-critical support requiring downtime will be coordinated with the customer and approved before any action is taken. TriCore leverages our web based ticketing system to manage all support requests. TriCore leverages their Primary DBA team to manage all off-hours maintenance for scheduling. Our approach of leveraging a Primary DBA and dedicated team of resources on your account helps to build continuity and make sure the resources working on your environment understand it and the resources on your team that they work with.