



MANAGED I.T.



Managed I.T. Service Packages Include:

DATABASE SUPPORT



- Database performance tuning and maintenance clustering
- Database server system setup, configuration, and maintenance (ie Oracle, MS SQL, MySQL,...)
- Plan, Deploy and Managed Databases (stand-alone, replication, clustering)

APPLICATIONS SUPPORT



- Application server systems planning, setup, configuration, and maintenance (Exchange, Active Directory, DNS, DHCP, Internal Software Applications)
- OS/Framework/Application Module setup and general administration
- CMS/platform application programming, configuration, customization and updates
- Programming and maintenance of Application Framework Layers

SERVER / NETWORK SUPPORT



- Remote Desktop Support Services
- System security planning, implementation, and support
- Connection pool configuration, monitoring, and maintenance
- Plan, Manage, Audit, and Support Load Balancer's, Router, Firewall and OS
- Disaster recovery planning and support* (3rd party backup solution required)
- DAS / NAS or external data storage backup/storage solution planning and support
- Domain/Workgroup environment Administration with group/user policy management
- Multi-Vender Management & 3rd Party Liaison (hardware/software/customer service)
- OS and software based load balancing planning, configuration and support
- User & group management services (add/remove/changes)
- Cron jobs and scripts/tasks automation updates for Servers
- NFS mount points planning and support



SUPPORT PLANS

Databerry offers two comprehensive support plans to accommodate your needs:

BASIC PLAN INCLUDES:

Web-based self-support via MyDataberry Portal:
- Ticket Management - Project Management
- Billing Management - Remote Support - Usage Reports

9am - 5pm M - F Access to a dedicated account manager

Multi-Vendor Management & 3rd Party Liaison

Proactive OS, Infrastructure, Systems Management and software support including Patches/Updates/Frameworks*

24/7 Server monitoring
(OS/application/database layer support)

Security Management and Support
(Virus, Malware and Intruder protection and Firewall)

2 hours of complimentary expert consulting per month

24 / 7 / 365 Access to Live Technical Support from US-based engineers with total guarantee*

24 / 7 / 365 Access to Server Support and administration (OS/app.database layer support) (Overage Fees may Apply*)

On-Call Emergency Response

Disaster recovery planning, implementation, and support

ADVANCED PLAN INCLUDES:

Web-based self-support via MyDataberry Portal:
- Ticket Management - Project Management
- Billing Management - Remote Support - Usage Reports

9am - 5pm M - F Access to a dedicated account manager

Multi-Vendor Management & 3rd Party Liaison

Proactive OS, Infrastructure, Systems Management and software support including Patches/Updates/Frameworks*

24/7 Server monitoring
(OS/application/database layer support)

Security Management and Support
(Virus, Malware and Intruder protection and Firewall)

2 hours of complimentary expert consulting per month

24 / 7 / 365 Access to Live Technical Support from US-based engineers with total guarantee*

24 / 7 / 365 Access to Server Support and administration (OS/app.database layer support) (Overage Fees may Apply*)

On-Call Emergency Response

Disaster recovery planning, implementation, and support

Periodic Information Technology Reports

Extended Support Hours and premium response

SLA (Service Level Agreement Guarantee 99.9% uptime*)

Network/Server Documentation & Health Analysis Updates

* Service-Level Agreement (SLA) contracts guarantees customers that a set of specified services will be provided according to certain sets of guidelines. In technology fields, SLA's typically involve problem-solving response times and technical support availability services, in addition to other specifics.

Pricing for all managed service plans are updated yearly; technical support service coverage is subject to change without notice.



SUPPORT SERVICES INCLUDE:

Each Databerry Package includes the following support services:



RECOVERY

Databerry's experts will help you develop your Disaster recovery and Backup management. Disaster recovery requires customer to supply hosting resources and/or a 3rd party backup solution.



SERVER

Database server system setup, configuration, and maintenance (supported database platforms include Oracle, Microsoft SQL, MySQL, and PostgreSQL). Hosting is not included. Server hardware & operating system must be functional for support to be provided. Support will be provided for the OS layer and above.







PROACTIVE MONITORING

Databerry's offers a unique, proactive monitoring approach addresses problems before they become problems. Our monitoring guarantee is included in all packages and available to all service levels.



INCIDENT RESPONSE

Databerry offers guaranteed incident response times for all urgency levels:

-  Critical - 1 hour or less
-  High - 4 hours or less
-  Medium - 1 - 2 business days
-  Low - 5 - 7 business days



SECURITY

Security implementation such as virus protection, malware protection and intruder protection.



PROGRAMING LANGUAGES

Code, optimize, configuration and maintenance of all programming languages.

- PHP - JAVA - C++
- .NET - PYTHON



EXPERTISE

Databerry certifications and awards include:

- Google Adwords Certified Partner - Bing Ads Accredited Professional
- CISCO Small Business Certification - CISCO Certification
- Microsoft Silver Certified Partner - ISO9000
- Oracle Silver Partner





DATABERRY SUPPORT SERVICE

Databerry's modular support services are designed to optimize your support for today and tomorrow.



THE DATABERRY DIFFERENCE:

- Experienced staff focused on business priorities
- Multi-Vendor Management & 3rd Party Liaison
- Experience Less risk of downtime and outages
- Greater value of return from your IT systems
- Availability Management & Support
- Security Management & Support
- Customized Support Plans
- Reduced Overall IT Costs
- Single Point of Contact

BASIC SUPPORT:

- 9-5 M-F Live US-Based Technical Support
- Integrated hardware & software support
- 1 Hours of Expert Consulting Monthly
- Proactive (OS) and Software Support
- 24/7 Server Monitoring and Usage
- Web-Based Self-Support Portal
- Remote Support
- Problem & Fixes

BASIC SUPPORT AND BEYOND:

- 24/7/365 Live US-Based Technical Support with Total Guarantee
- 2 Hours of Expert Consulting Monthly
- Network/Server Documentation
- On-Call Emergency Response
- Health Analysis with Updates
- Premium Response Times
- Extended Support Hours
- SLA Guarantee

ADVANCED SUPPORT

BASIC SUPPORT

THE DATABERRY DIFFERENCE

Proactive

Foundation

Preventive



ROLES & RESPONSIBILITY

Databerry Roles

- Website Marketing & Promotion
- User Design and User Interface
- Application and Website
- File/Folder/Resource Management
- Database
- Security

Databerry + Hosting Company Roles

- OS Management (Windows/Linux)

Hosting Company's Roles

- Network & Load Balancing
- Hardware Server / Cloud Hosting



RESPONSIBILITY DEFINITIONS

Website Marketing & Promotion	Promoting mindshare through the use of selectively effective marketing strategies, including search engine optimization, social media saturation, and directed email blasts, improving website revenue in both the short and long term.
User Design & Interface	Providing unique customization per individual specification based on the latest user trends and technology available, allowing for the best possible user experience every time.
Application/Website Management	Providing constant monitoring & support to maintain Application/Website uptime as well as provide for seamless operating system integration. Management areas include, code base, security & framework updates/enhancements, module, component, content, graphics, settings/configuration updates.
Database	Provide Database support to ensure that the database is accessible 24/7 to the website/application, to optimize and ensure the performance of the database, and to maintain the integrity of the Database at all times to prevent database corruption or loss from occurring.
File/Folder/Resource Management	Providing file/folder structures support as well as monitoring resource utilization by the website/application, in order to ensure that neither files nor resources are inadvertently lost, wasted, or corrupt. Resources utilization/monitoring includes, CPU, RAM, network, HHD space, and users/performance.
Security	Provides both hardware and software security measures, including firewalls, to prevent and protect against malware, viruses and unauthorized access across all hardware, software, database, and application layers.
OS Management (Windows/Linux)	We work with the hosting company to provide constant configuration, optimization, monitoring and updating of the operating system that is essential to ensure the successful operations of any business system and to keep it running smoothly without down time.
Network and Load Balancing	The hosting company keeps servers connected to the Internet with continuous oversight, preventing system resources from becoming unavailable while managing changes in traffic volume.
Hardware Server / Cloud Hosting	The hosting company maintains hardware servers owned or leased by clients, in order to ensure consistent Internet connectivity, effective access to client website/application data by authorized individuals, and the availability of cloud-based services as needed.