OnX Canada Managed Database Services

Driving innovation and growth

OnX Canada Managed Database Services ensures the critical information that your business relies on is meeting your performance expectations in an environment that is always available and always secure.

With a wide range of supported database platforms, the OnX team of expert database engineers can partner with your team at any stage of your database project, from design and development to migration and upgrades, through to ongoing operational management and support.

Fully managed database expertise

OnX certified database administrators (DBAs) will provide 24x7 ongoing operational support to ensure client databases are secure and accessible, delivering the data your users demand. OnX will configure each client environment to implement monitoring and management tools that will integrate within your service management environment and that are built to meet guaranteed service level agreements. OnX will provide the following managed database options:

- Database monitoring and alerting 24x7.

- Database/instance/server capacity planning.

- Database high availability and disaster recovery (with OnX Managed Disaster Recovery Service).

- Database backup management (with OnX Managed Backup Service).

- Database maintenance task management.

- Database security: accounts, logins, and roles.

- Database platform patching and version changes.

- Database code deployments.

- SQL statement, procedure, trigger, and index tuning suggestions.

- Database development guidance.

NOTE: OnX Database Managed Services will provide up to one hour of service per instance per month for off-hour issues, projects, or any other non-standard customer related requests. Any work that exceeds the customers allotted hours will need to be coordinated with professional services for database assistance.

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How it works

OnX Canada will help you select, install, upgrade, or re-platform to the right database solution that meets your technical and business objectives. The following is a list of databases that OnX supports:

- **Microsoft SQL Server***
- **MySQL***
- **PostgreSQL***
- **AWS RDS**

- **AWS Aurora**
- **AWS Dynamo DB**
- **Azure SQL Database**

- **Azure Database for MySQL**
- **Azure Database for PostgreSQL**
- **Additional database platforms**

* Out-of-support database platform versions requested for support will be evaluated on a case by case basis.

Review & assessment

- In-depth review of your current database environment
- Establish both technical and business objectives
- Recommendations and expert guidance

Migrations & configurations

- Project management for smooth and secure migration from legacy platform to new
- Design and deployment of the new database environment
- Configuration management,

Monitoring & management

- 24x7 monitoring and management of your entire OnX environment
- Backup and DR data protection services
- Security and patch management

Expert support from OnX database administrators:

- Gives you access to highly skilled and experienced DBAs who can help guide your planning and execution of critical database work in a OnX data center, public cloud, or remotely in a third party facility.

- Allows your team to focus on driving valuable data insight and application functionality that adds new capabilities so you can outpace your competition.

- Eliminates the risk associated with managing your mission-critical database environments on your own.

- High availability, automation, data protection, and disaster recovery are all available by OnX as additional services.