

# Rimini Street Database Managed Services



## Benefits

By leveraging Rimini Street Database Management Services, clients benefit from:

### Better Model

- Simplify operations with integrated database support and management from a single provider
- Augment IT staff capacity with business line precision to meet growing database demands

### Better People

- Capitalize on engineering-level expertise to optimize database environments
- Supplement enterprise IT capabilities with missing DBA skills for select databases

### Better Outcomes

- Free IT staff from database demands to achieve higher-value business objectives
- Leverage a mix of commercial and open source databases as dictated by business needs

## Complement Expert Support with Comprehensive Management

### Business Challenge

As enterprise databases increase in number, users, size, and demand, the need for database management and IT resources also increases. Adding open source databases to a mix of commercial databases brings new management challenges, because IT team members are frequently overburdened and often lack the knowledge and experience to implement and support them. Extending the return on investment of legacy databases also becomes difficult when longtime DBAs depart, necessitating a search to replace their database management skills.

The ideal database management solution? Database Management Services from Rimini Street, the software support partner you already know and trust to deliver expert, responsive service 24x7x365.

### Solution Overview

Rimini Street Database Management Services complement existing Rimini Street L4 support to provide comprehensive management of commercial and open source databases.

Rimini Street services are ideal for enterprises that wish to:

- Augment IT team capacity to meet growing commercial database workload demands
- Relieve busy IT team members from new open source database management duties
- Replenish departing and hard-to-find DBA skills for legacy databases
- Integrate support and management for select databases
- Manage Oracle, IBM Db2, Microsoft SQL Server, or SAP databases (SAP HANA, SAP Advantage Database Server, SAP MaxDB, SAP SQL Anywhere)
- Manage PostgreSQL, MySQL, MongoDB, or MariaDB

## Services

Rimini Street Database Management Services require an active Rimini Street support agreement.

Rimini Street Database Management Services		
Database Administration	<ul style="list-style-type: none"> <li>Start up and shut down the database</li> <li>Monitor regular/scheduled jobs</li> </ul>	<ul style="list-style-type: none"> <li>Maintain and define database sessions/limits</li> <li>Develop, manage, and execute database operational scripts</li> </ul>
Database Performance Tuning	<ul style="list-style-type: none"> <li>Database routine performance monitoring</li> <li>Report and analyze major performance degradation</li> <li>Generate performance analysis diagnostics reports</li> <li>Identify the source of performance degradation: database/network/hardware</li> </ul>	<ul style="list-style-type: none"> <li>Identify the solution and configuration changes for major performance degradation</li> <li>Identify the issue, then develop and implement the solution for database/network/hardware slow performance</li> <li>Implement and test the recommended changes: Dev/Test/Production</li> </ul>
Database Performance Management	<ul style="list-style-type: none"> <li>Monitor and optimize database performance</li> <li>Implement proactive database health and performance monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Develop preventive measures to improve database health and performance</li> <li>Investigate and resolve ad-hoc performance degradation</li> </ul>
Continual Service Improvement	<ul style="list-style-type: none"> <li>Recommend changes to training based on incident volumes and trends</li> </ul>	
Problem Diagnosis and Troubleshooting	<ul style="list-style-type: none"> <li>Routine monitoring and reporting of database alert logs, diagnostic reports</li> <li>Identify and report on database issues/critical incidents</li> <li>Work and own issues reported to Product Support Services team</li> <li>Generate database alert logs and diagnostic reports</li> </ul>	<ul style="list-style-type: none"> <li>Analyze database alert logs and diagnostic reports for incident resolutions</li> <li>Research and locate patches in client archive</li> <li>Research and provide advisory recommendations/solutions</li> <li>Implement recommended solutions</li> <li>Testing of recommended solutions: Dev/Test/Production</li> </ul>
Backup and Recovery <sup>1</sup>	<ul style="list-style-type: none"> <li>Develop and maintain database backup/recovery scripts/schedules</li> <li>Regularly maintain and test database backup/recovery scripts</li> </ul>	<ul style="list-style-type: none"> <li>Monitor backups and restores</li> <li>Execute database backups and recovery (utilizing client-licensed backup software)</li> </ul>
Database Storage	<ul style="list-style-type: none"> <li>Optimize, document, and manage configuration of database related to storage</li> </ul>	
Database Security	<ul style="list-style-type: none"> <li>Manage access privileges for approved user administration requests</li> <li>Maintain database users/passwords</li> </ul>	<ul style="list-style-type: none"> <li>Maintain access level for database user groups</li> <li>Assist with data security audits</li> </ul>
Database Infrastructure Support	<ul style="list-style-type: none"> <li>Coordinate operating systems configuration changes with system admin team</li> <li>Coordinate networking systems configuration changes with network admin team</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate storage management systems configuration changes with system admin team</li> </ul>
Database Architecture	<ul style="list-style-type: none"> <li>Install, maintain, and configure database software</li> <li>Maintain and configure database tools</li> <li>Database integration</li> <li>Database replication</li> </ul>	<ul style="list-style-type: none"> <li>Database critical logs retention and management</li> <li>Database Design: new schemas/tablespaces</li> <li>Database Design: maintain schemas/tablespaces</li> <li>Database Design: maintain/develop statistics collections approach</li> </ul>
Disaster Recovery Assistance	<ul style="list-style-type: none"> <li>Manage regular review and updates to disaster recovery policies</li> </ul>	<ul style="list-style-type: none"> <li>Update, test, and maintain disaster recovery procedures</li> </ul>
Database Upgrades	<ul style="list-style-type: none"> <li>Analyze software requirements and availability</li> <li>Analyze upgrades/changes and the impact on hosted applications</li> <li>Apply and validate software upgrades: Dev/Test/Production<sup>2</sup></li> <li>Testing of upgrades/patch application: Dev/Test/Production</li> </ul>	<ul style="list-style-type: none"> <li>Develop upgrade change control plan</li> <li>Apply archived or client-provided patches/fixes</li> <li>Implement database upgrade</li> </ul>
Service Validation and Testing	<ul style="list-style-type: none"> <li>Develop and execute test scripts for new/changed database capabilities and recommended fixes</li> </ul>	
Release and Deployment Management	<ul style="list-style-type: none"> <li>Deliver user documentation on all solutions developed by Rimini Street</li> </ul>	
Incident Management	<ul style="list-style-type: none"> <li>Recreate reported issues in test environment as needed</li> <li>Generate log, trace and diagnostic artifacts as required by incidents</li> <li>Generate periodic reports on incident volumes and trends</li> </ul>	<ul style="list-style-type: none"> <li>Provide critical incident lessons learned</li> <li>Manage incidents reported to Support Services technical support</li> <li>Provide new or modified database configuration to resolve incidents</li> </ul>

<sup>1</sup> Applies to routine database backup and recovery only - does not include database backup and recovery for disaster recovery

<sup>2</sup> Separate statement of work required if Rimini Street requested to perform this service.

All Services are subject to Client's software vendor license(s) permitting such Services to be performed for the Covered Products. Rimini Street never accesses MyOracle Support and/or any website that needs an Oracle ID/ password.

## About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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