SQLCare, Inc.

Services		Bronze	Silver	Gold	Platinum
Remote Monitoring Infrastructure:					
	Setup and installation	x	x	x	x
	24x7 Alerts activation	x	x	x	x
SQL Server Assessment:					
	Security assessment		x	x	x
	Architectural assessment		x	x	x
	Accessibility assessment		x	x	x
	Recovery assessment		x	x	x
	Tuning/optimization assessment		x	x	x
Database Maintenance:					
	Monthly consulting support hours	0	2	3	4
	Microsoft SQL Server Cluster			x	x
	Replication / Log Shipping			x	x
Database Implementation:					
	Implementation support		x	x	x
	Modifying/Creating; Indexes tables, views Stored Procedures, user objects		x	x	x
MS SQL Server Monitoring:					
	24 hours a day, 7 Days a week	x	x	x	x
MS SQL Support (Unlimited):					
	Phone Support	6am-6pm	6am-6pm	6am-6pm	24/7
	Emergency Support Hours 24/7	x	x	x	x
	Emergency Response Time	90 Minutes	60 Minutes	30 Minutes	15 Minutes
MS SQL Server Monitoring Includes:					
	ACTIVE				
	Transaction Blocking issues	x	x	x	x
	Database Status	x	x	x	x
	Scheduled Job Status	x	x	x	x
	PROACTIVE				
	Memory Cache Status		x	x	x
	Disk Space verification		x	x	x
	Error Log File		x	x	x
	Security issues		x	x	x
	Transaction Log Space		x	x	x
	PREVENTIVE				
	Database Maintenance Check		x	x	x
	Server Maintenance Check		x	x	x
	Database and Transaction Log Backup		x	x	x
	Database Re-indexing		x	x	x
	REPORTING				
	Daily Status Report on each server		x	x	x
	Monthly Status Report		x	x	x