



# Northdoor Managed Services: Microsoft SQL Server

**Drawing on three decades of experience in complex infrastructure solutions for leading financial services organisations, Northdoor's Managed Services offerings enable our clients to focus more on their core business and less on the underlying technology. For all requirements – from full out-tasking of IT operations, to providing service-desk support for a single technology platform – Northdoor's expert IT services professionals help clients to keep mission-critical systems available and performing optimally at all times.**

For all but the largest enterprises, investing in in-house support capabilities for all deployed technologies is likely to be economically unviable – and a distraction from the core business. It is also difficult to find and retain appropriately skilled technical staff, particularly where vital components may only require a handful of man days of administration each year.

To remain competitive in a tough economy, increasing numbers of mid-sized to large companies rely on business intelligence solutions to drive their decision-making. Enterprise tools such as Microsoft SQL Server empower businesses to extract valuable insights from their data. However, managing and maintaining the underlying data repositories requires specialist technical skills. Performing the work in-house heaps incremental costs on already-stretched IT resources, and cuts into limited budgets. But if businesses delegate the work to non-specialists, or rely on ad hoc external support, they run the risk of being left high and dry in the event of unexpected downtime.

Northdoor has a dedicated SQL practice that offers a wealth of experience managing all supported versions and components of Microsoft SQL Server. The managed services offering delivers continual server monitoring, and, crucially, rapid responses when issues are detected. For businesses with in-house DBA teams, Northdoor offers the confidence that their servers will be monitored and maintained even when key personnel are out of the office. And for businesses without dedicated DBAs, Northdoor provides expert guidance and permanent coverage for less than the cost of a full-time equivalent.

Northdoor's managed services are grouped under two brands: **ManageLine** and **ServiceLine**.

ManageLine offers proactive monitoring and full administration covering all aspects of support, assistance and best-practice advice. This helps ensure that the supported systems always remain operational and in optimal condition.

ServiceLine provides an external ITIL-compliant IT service desk that responds to technical queries and service requests for covered systems. Onsite assistance can also be provided to supplement in-house staff, to execute specialist support tasks or as an emergency reaction to an IT incident.

Both ManageLine and ServiceLine are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

## Why Northdoor Managed Services?

With Northdoor Managed Services providing support for their Microsoft SQL Server landscapes, companies can improve their focus on the core business, secure in the knowledge that the underlying technology is monitored, maintained and protected. Northdoor works to keep mission-critical business intelligence systems available and performing optimally at all times, while our economies of scale enable higher quality of service at lower costs.

Particularly for smaller environments that may require only infrequent maintenance and interventions, retaining a dedicated full-time employee may not be economically viable for the typical business. Northdoor's technical team members benefit from intensive experience across multiple Microsoft SQL Server environments, backed by ongoing training and certification, enabling them to achieve true expertise.

Our economies of scale and expertise also enable Northdoor to eliminate clients' concerns around holiday and sickness cover for key in-house staff, as well as reducing the direct costs of employment. As a further financial benefit, the Northdoor ManageLine offering provides budget certainty through fixed-fee monthly pricing, with no hidden extras.

Whether clients choose ManageLine or ServiceLine offerings for just their Microsoft SQL Server environment or their entire spectrum of operating systems, databases, cloud systems and web servers, they deal with a single dedicated Service Delivery Manager who provides responsive, jargon-free communication to keep services in line with business objectives. This clarity in management further supports Northdoor's mission to enable clients to dedicate themselves to core business issues, leaving as much of the technology as they wish in the hands of our experts.

## Managed Services for Microsoft SQL Server

To ensure complete understanding of systems and applications and identify the critical components, the ManageLine engagement begins with a comprehensive audit and review of the installed Microsoft SQL Server environment. During this review, Northdoor:

- Catalogues the Microsoft SQL Server environments
- Establishes a performance baseline for the estates
- Provides a detailed report recommending best-practice improvements
- Determines expectations and capabilities around High Availability (HA) and Disaster Recovery (DR)

Once the SLAs are agreed, Northdoor sets up proactive health and performance monitoring via a VPN to cover:

- Performance thresholds (storage/memory/CPU, with alerts for storage)
- Alerts on key SQL errors
- Checks for SQL job failures
- Replication performance
- Backup success or failure

Our continuous capacity tracking monitors free disk space and file system growth, providing alerts on configuration changes, installs and restarts. Standard maintenance and housekeeping covers tracking patching and service packs (both for Microsoft SQL Server and for the operating system), ensuring that re-indexing is succeeding and checking for data integrity, consistency and corruption.

As additional services, Northdoor can assist with:

- Detailed security reviews and reporting
- Upgrades and migrations
- Licence reviews and recommendations
- SQL code reviews
- Platform re-designs
- Data warehouse designs
- Migrations to Microsoft Azure
- New features and versions

## Take the next step

To find out more about Northdoor Managed Services, visit <https://www.northdoor.co.uk/solutions/managed-services>

