

RDB Resolve can be purchased as a bolt on to Custodian*24.

RDB Resolve is a flexible service, which can be tailored specifically for a client's environment. The following description is a guide to a typical service level.

Benefits and Features

In addition to access to the Custodian*24 Portal, RDB Resolve provides the following:

- ➔ Review of the entire environment before support contract begins.
- ➔ Carry out start up and perform system sanity check.
- ➔ Daily system house keeping:
 - > System availability
 - > Capacity monitoring
 - > Error monitoring, analysis and management
 - > System backup monitoring
 - > System error monitoring
 - > Corrective action for all supported elements is performed
- ➔ Proactive system administration to prevent problems from occurring.
- ➔ Full administration activities
- ➔ Monitor capacity of environment
- ➔ Return the system to normal operating state after a system failure.
- ➔ Weekly reports of all work undertaken.
- ➔ Quarterly patch release report.
- ➔ Annual incident and history report.
- ➔ Manage system state during supported hours.
- ➔ Quarterly status review meeting.
- ➔ Perform and monitor maintenance shutdowns.
- ➔ Personal technician providing a single point of contact for the client.

Support Hours

08:00 to 18:00 working days only

Management of Generated Alerts

In the instance of the monitored system moving into warning or critical status, Custodian*24 automatically generates an alert. Clients can configure the Portal to determine where each level of alert is sent. Two configurations are stored, both inside and outside of the designated support hours.

During Supported Hours

Alerts are directed to the RDB Support team who:

- ➔ Take corrective action to fix the problem.
- ➔ Recover the system to normal state.

Outside of Support Hours

Alerts are directed to a nominated member of the client's team.

