OVERVIEW

With more than 400 database administrators (DBAs), Datavail is the largest pure-play database services company in North America. We offer 24×7 database administration services via a flexible business model. Datavail serves 300 clients ranging from mid-market firms to the Fortune 100 with flexible onsite/offsite, onshore/offshore service delivery options to meet each client's unique business needs. Founded in 2007, Datavail is headquartered in Broomfield, Colorado with sales and delivery centers of excellence located throughout the USA and India.

Datavail was built by DBAs to address an area in the market we felt was under-served – providing 24x7 operative support for databases.

Our strategies to achieve our high rate of growth have included:

✔ Our commitment to client service, which has resulted in long standing relationships with our customers.

✔ Our geographic expansion, both organically and through acquisition.

✔ Our continually expanding coverage of all major database technologies, which now include Oracle, Oracle EBS, Microsoft SQL, MySQL, DB2, MongoDB and SharePoint.

✔ Our continued investment in cloud-based, proprietary database monitoring tools and health checks.

✔ Our unique delivery model with a global delivery engine that often saves clients 60% of their current cost.

FAST FACTS

⚙ Founded 2007

⚙ 300 clients

⚙ More than 400 database administrators

⚙ More than 80,000 databases supported

⚙ Support of the major database platforms

⚙ Inc. 5000 Growth awards: 2012 – 2015

⚙ Management team with an average 20 years' industry experience

⚙ Offices in Broomfield, Colo; Seattle; New York City; Mumbai and Bangalore
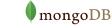
OUR APPROACH

Our global delivery model is unique in the database management services space. Our primary approach is a managed services model, with U.S. Tier 3 DBA and India Tier 3 DBA assigned to each major account, with supporting resources at the Tier 2 and Tier 1 levels in India. This approach, coupled with a Service Delivery Manager, ensures true 24x7 coverage. In addition, our services can be dialed up or down as needed. Our contracts are flexible, with no long term commitment. Services are easy to procure with various models including full managed services, project based support, consulting services, co-sourcing staff augmentation (including fractional-based resource models), or contract for hire.

ORACLE DATABASE   ORACLE E-BUSINESS SUITE   Microsoft SQL Server   MySQL   mongoDB   IBM DB2   SharePoint

datAvail
DATABASE SERVICES

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DATAVAIL'S MANAGED SERVICES DELIVERY MODEL IS UNIQUE IN THE INDUSTRY, BUILT ON NINE UNDERLYING PREMISES:

1 The Datavail model leverages U.S. based delivery while also delivering the cost benefits of an off shore delivery team.

2 Datavail is one company with six core database practices. Each practice is led by a Global Practice Leader and is staffed with DBAs with experience in that technology.

3 A senior U.S. based DBA leads every client account. This lead DBA has at least 10 years' experience, and integrates into the client's team, communicates regularly, attends meetings, and directs the Datavail work.

4 Datavail maintains an offshore Tier 3 DBA team, ensuring quality and reliability. This enables escalation in time-zone, in-room for fast and efficient resolution of issues.

5 24x7 availability of Tier 3 DBAs is ensured by maintaining parity in technical competency and by ensuring a 1:1 ratio between U.S. and India lead DBAs.

6 Datavail operates a true managed services delivery model that delivers 24/7 coverage by live DBAs in a full 3-shift operating model with a Tier 2 layer of support.

7 Tier 1, the service desk layer, is staffed with DBAs who have knowledge and skills within a specific database technology.

8 Service Delivery Management team handles all of the critical but non-technical tasks that ensures strong governance and communication.

9 Clients' databases receive regular, ongoing monitoring and regular health checks, utilizing both best-of-breed tools along Datavail developed intellectual property, gleaned from a decade of experience working with thousands of databases.

SUPPORTED PLATFORMS

Oracle	Oracle EBS
Microsoft SQL Server	MySQL
DB2	MongoDB
SharePoint	

Data.
It's all we do.