Solutions Brief

Why choose OCSL

✓ Enterprise level service for a fraction of the investment

✓ Highly skilled team with 25+ years of delivering services to customers worldwide

✓ Bespoke, fully transparent service

✓ Allocated Service Delivery Manager to look after your account and deliver the most from your service

✓ Key strategic partner relationships with Cloud vendors and direct connections to Cloud providers

OCSL's data centres:

✓ Government OFFICIAL Supplier

✓ N3/HSCN Supplier

✓ G-Cloud Supplier

✓ Cyber Essentials + IASME

✓ ISO 27001, 20000, 27018, 9001 & 22301 certified by a UKAS accredited auditor

Why choose OCSL

✓ MSCE Certified Consultants

✓ Top 10 UK Microsoft Partner

✓ Global Microsoft Blackbelt Partner

✓ Work with Microsoft Engineering Resources

✓ Delivered from our UK Managed Service Centre

Dedicated Support

When running critical environments with a small DBA team, many companies face difficult decisions. To focus on project delivery or spend time responding to critical production issues? To recruit or suffer gaps in cover?

OCSL provide 24x7 cover and proactive monitoring, with a dedicated support team that will work alongside your team in the most cost-effective way for your business. As your data platform evolves, so does our service. We can manage Azure data services, including Azure SQL Database, as well as your on-premises or managed hosted cloud deployments.

Proactive SQL monitoring and support

OCSL provides clients with advanced SQL support using our very highly skilled and trusted partner called Coeo. Coeo are Europe's most trusted analytics and data management experts.The team at Coeo act as an extension of the OCSL Managed Services team, ensuring continuity of service for our clients.

Providing enhanced/critical SQL management and support, Coeo are embedded within OCSL and are based on a long-term, high trust relationship. The procedure for clients logging issues is always the same and is compliance and process driven, with OCSL liaising direct with the client to deliver continuous service.

Key features

– Delivered by globally respected experts from UK headquarters
– Microsoft data and analytics platforms
– Strong integration with customer release management processes
– 24x7 real-time performance and availability troubleshooting and monitoring
– Unlimited incidents and service requests
– Dedicated lead support engineer
– Support for SQL Server Database Engine
– Optimal configuration, performance and scalability of SQL Server workloads
– Supporting all native Windows and SQL Server high availability and disaster recovery technologies
– Deep workload performance data collection, analysis and where appropriate, tuning
– Managed SQL Server back-up and restore

Is this service right for you?

1. Are your staff tied up focussing on support rather than innovation?
2. Is your Database Admin function reactive rather than proactive?
3. Are you experiencing extended periods of downtime due to failure?
4. Do you struggle to capacity plan?

Yes? Coeo Dedicated Support is the answer.