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		Bronze	**Silver**	**Gold**	**Platinum**
Services					
Remote Monitoring Infrastructure					
	Setup and Installation	√	√	√	√
	24x7 Alerts Activation	√	√	√	√
SQL Server Assessment					
	Security Assessment		√	√	√
	Architectural Assessment		√	√	√
	Accessibility Assessment		√	√	√
	Recovery Assessment		√	√	√
	Tuning/Optimization Assessment		√	√	√
Database Maintenance					
	Monthly Consulting Support Hours	0	2	3	4
	Microsoft SQL Server Cluster(s)			√	√
	Replication / Log Shipping			√	√
Database Implementation					
	Implementation Support		√	√	√
	Modifying/Creating; Indexes Tables, Views, Stored Procedures, and User Objects		√	√	√
MS SQL Server Monitoring					
	24 Hours a Day, 7 Days a Week	√	√	√	√
MS SQL Support (Unlimited)					
	Phone Support	6am – 6pm	6am – 6pm	6am – 6pm	24/7
	Emergency Support Hours – 24/7	√	√	√	√
	Emergency Response Time	90 Minutes	60 Minutes	30 Minutes	15 Minutes
MS SQL Server Monitoring					
Active					
	Transaction Blocking Issues	√	√	√	√
	Database Status	√	√	√	√
	Scheduled Job Status	√	√	√	√
Proactive					
	Memory Cache Status		√	√	√
	Disk Space verification		√	√	√
	Error Log File		√	√	√
	Security Issues		√	√	√
	Transaction Log Space		√	√	√
Preventive					
	Database Maintenance Check		√	√	√
	Server Maintenance Check		√	√	√
	Database and Transaction Log Backup		√	√	√
	Database Re-Indexing		√	√	√
Reporting					
	Daily Status Report on Each Server		√	√	√
	Monthly Status Report		√	√	√

Service Package Breakdowns:

All packages include:
- 24x7 monitoring and support over a secure access connection.
- Specified numbers of hours of support per month – these hours are flexible and you can choose how you would like to utilize them (fix urgent issues, basic telephone support, "hands-on" maintenance, training, etc.).
- Access to MS SQL Server DBAs within the contracted Phone Support window (specific to your service level package).
- Discounted hourly rates for consulting. If you don't have a full time DBA or require supplement support, call us anytime – we are here 24x7x365.

Monitoring includes:
- Rapid responses and reactions by our team of Microsoft Certified DBAs to monitored parameters that exceed your company's customized thresholds, resolving those issues – all to reduce or eliminate any down-time.
- Collection and analysis of data by our Certified DBAs regarding database availability and performance for your MS SQL databases.
- Threshold comparisons of data collected for your MS SQL Server database(s).
- Collection and scanning of server and system log files.

Bronze

The Bronze service level provides a basic server and SQL database monitoring service that also gives you the peace of mind that your SQL servers and databases are being monitored 24x7x365. You will be alerted of any issues so you can decide what course of action to take.

Silver

The Silver service level is ideal for those companies who need a few more hours each month as well as getting the entire CompleteCare package. You can utilize your monthly hours to reach out to our certified database administrators for support with your questions and/or problems. Again, you can use the flexibility of our remote database model to supplement your current DBA staff or use us as your sole resource for all your SQL needs. This gives you the peace of mind you need with the flexibility to utilize the additional hours as your specific needs dictate.

Gold

The Gold service level is perfect for those business models where the database system availability is very important to your business and down-time must be limited. Complete 24x7x365 monitoring is conducted while giving you additional monthly service hours. It also gives you the flexibility to utilize your in-house DBA for day-to-day issues while leaving the after-hour monitoring and issue response(s) to JourneyEd. We ensure your SQL system is running and tuned optimally when your business needs it the most.

Platinum

The Platinum service level is for those companies where the database system is absolutely critical to your business and complete 24x7x365 monitoring and support is conducted around the clock. You benefit from the additional monthly support hours to utilize those hours to reach out to our DBAs for support with your critical questions and/or issues. We ensure your SQL system is running and tuned optimally and efficiently because your business needs requires it.