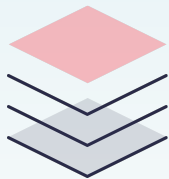


What we Include in our Service

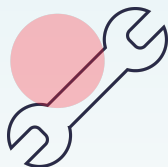
Azure Managed Cloud Databases **service elements**

A native, modular and software-based service for maintaining your database infrastructure **and** platform services in the cloud



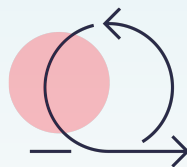
Monitoring and incident management

- Managed monitoring: database, host and log monitoring
- 24/7 or 8/5 incident management
- Problem management (RCA)



Cloud admin and service management

- Service requests and cloud administration
- Service delivery management
- Reporting
- ITSM visibility
- ITSM integration



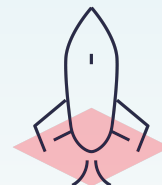
Security patching, backup and disaster recovery

- Automated security patching
- Managed back-ups
- Back-up testing
- Disaster recovery on demand



Database Management

- Performance Tuning
- Database Lifecycle management
- High Availability



Security management

- Access control
- Hotfixes