



**Monthly Services (part of the monthly cost)**

Monthly Services include		Monthly Support hours include	
Monitoring Services		Continues Performance Analysis	
Weekly Reports		Database Analysis	
Weekly Statistical Reports		Table Analysis	
Monitoring Notification		Fix Failed Jobs	
Database urgency calls		Long Running Queries	
Table urgency calls		Blocking issues	
All other services included in the Monitoring Services		Security issues	

\* Never exceed assigned hours without client's approval

**Additional Services (Charges apply)**

**Preventive Maintenance and Performance**

Database Consistence check (weekly)			
Table Consistence check (weekly)			
Table Reindex process (weekly)			
Table Statistical Update (weekly)			
Table Scan identify (daily)			
Tables without indexes identify (weekly)			
Memory configuration and setup (daily)			
Database file and Log file location (weekly)			
User connectivity (daily)			

\* Part of the Monitoring Services (no charges)

**Consulting Services**

**Consulting Project**

Migration Project			
Consolidation Project			
Cluster Server installation			
Database Design and Architecture			
Thorough performance analysis (SPs and indexes)			
DTS Design			
Replication, Mirroring, DB Snap Shot Setup			
Log Shipping Setup			

\* Deducted from the monthly hours