



Simpson Associates  
The Data Analytics Company

# Policing Managed DBA Service – for SQL Server

[www.simpson-associates.co.uk](http://www.simpson-associates.co.uk)

Your databases are essential to your work as a police force. The data they hold helps you to track criminals, investigate crimes and keep communities safe and as such, they require constant attention to keep them running.

However, managing databases can be complex and time consuming. That's why Simpson Associates offers a Database Administration (DBA) Managed Service for the Microsoft SQL Server product family, providing your force with a cost-effective, scalable and efficient approach to managing your databases.

Our DBA Managed Service will take care of all your database management needs, so you can focus on your core mission, of keeping the streets safe.



## Benefits of SQL Server Managed DBA Service:



### Excellent ROI

Outsourcing your DBA requirements can reduce our operational cost drastically, lowering or even removing the need for salary costs, PAYE, training and more.



### Attentive Monitoring

Our database administrators will proactively work with your force to ensure your SQL Server workloads are secure, compliant, and high performing to minimise unplanned downtime.



### Fill a skills gap within your force

If you don't have the resources or the skills in-house, we can fill the gap. We can tailor a level of cover to suit your requirements, all managed by our team of highly qualified SQL Server experts.



### Peace of Mind

Gain peace of mind that your SQL Server Databases will be secure, high performing and reliable.



### Scale with Ease

Scale your cloud databases easily as your forces requirements change.

"For me, it was the ideal situation because the reality was actually more cost-effective for us. Plus, I was no longer reliant on one person. I had the whole Simpsons' team. I'm the only DBA in the business, so having them there, it does feel like they are part of the team."



## Why choose a Managed DBA Service for SQL Server with us

Simpson Associates is a Microsoft Solutions partner, holding the Analytics on Microsoft Azure Specialisation, as well as designations in Data & AI (Azure); Digital & App Innovation (Azure); and Infrastructure (Azure).

Simpson Associates also have over 30 years' of experience in data and a proven track record in the policing sector. We are experts all things data and view our customers as equal partners, taking the time to understand your constabulary and your unique needs. We work closely with you to identify your needs and challenges that go way beyond the technical solution, building you a service that fits your way of working. As strategic partners, we do what we say we'll do. We are a skilled, committed Managed Services team based in the UK, who constantly strive for quality and never take shortcuts.



### **We want to understand**

We resolve to understand your key challenges and needs, to enable us to provide a service that is tailored to your force and enables you to efficiently fight crime. We will work with you to evolve our services as your force's needs change.



### **Flexibility**

We tailor the offering, to provide the right service to suit your specific needs and budget, understanding that UK police forces are often met with tight budget margins.



### **We provide more than a Managed DBA Service**

We provide a partnership which is focused on minimising interruptions to your operations, along with a strong emphasis on knowledge sharing.



### **SLA driven service**

A tiered set of SLAs gives you the assurance you need.



## Levels of Service to fit your force

With 2 tiers of SQL Server Managed DBA Services, plus the ability to customise with optional add-ons, we can ensure we only ever provide you with what you need.

### Essentials

Provides a reactive DBA service, so you can run your application day-to-day, with the confidence that Simpson Associates are just a click or a call away when you need us.

#### The service includes:

- Initial Health Check and remediation plan.
- Creation and maintenance of Service Improvement Plan.
- Monitoring SQL Server patch status.
- Daily system checks and alert response/review.
- Pool of hourly support tokens and consultancy days to investigate and resolve incidents, implement changes, or investigate problems.
- Quarterly Database restore to test system.
- Bi-annual Service Review to review service performance, case history, and service improvement plan.

### Premium

Delivers a fully Managed DBA service, with targeted proactive monitoring & management to minimise service disruption.

#### The service includes:

- Initial Health Check and remediation plan.
- Creation and maintenance of Service Improvement Plan.
- Monitoring SQL Server patch status.
- Daily system checks and alert response/review.
- Inclusive Incident resolution and Problem Management for SQL Server related Incidents.
- Advice and Guidance for infrastructure and application related Incidents.
- Pool of hourly support tokens and consultancy days to provide services outside of scope, or implement changes.
- Quarterly Database restore to test system. Quarterly Service Review to review service performance, case history, and service improvement plan.



## We are committed to safeguarding your police data



Our certifications for Cyber Essentials, ISO 9001 and ISO 27001 demonstrate how our processes are of the highest quality, and how data is safeguarded to the upmost degree.



## Let's start a managed partnership together

Contact us today for an informal chat.

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