



Managed SQL Server Support

A Six Month Managed Support Trial

A Low-Risk Way to Protect Availability

Keeping critical SQL Instances online matters but so does controlling cost. This free, time limited trial allows you to experience how our Engineers stabilise, protect, and improve SQL Server environments, before committing to a long-term Managed Service.

What's Included

Support for one SQL Server instance (On-Prem, Cloud, Managed Instance), delivered by experienced Data Platform Engineers:

- Business-hours (8x5) support
- Proactive monitoring and incident management
- Backup and recovery assurance
- Performance monitoring and root cause analysis
- Best Practice Assessments with recommendation implementation
- A designated Lead Engineer accountable for your environment
- Regular Service Review and access to our Portal to view your real time metrics
- Support provided by our expert teams in the UK and India.

What This Delivers to You

- A no cost, no commitment way to experience our Managed Service support
- Direct access to experienced Data Platform Engineers
- A low-risk opportunity to validate service quality before approving spend
- Demonstrated ability to keep a critical SQL Server stable, available, and predictable
- Clear, practical recommendations you can use during or after the trial
- Confidence gained without increasing headcount or long-term cost

How the Trial Is Structured

The service is deliberately controlled to ensure quality and fairness:

- One SQL Server instance
- 8x5 support
- Clear scope agreed upfront
- A defined and reasonable volume of support requests

This ensures the service reflects how we operate with long term customers, without open ended cost exposure.

Optional Add-Ons During the Trial

While the trial includes support for one SQL instance, you are not limited to this scope. During the trial, you may choose to add:

- 24x7 support for business-critical systems
- Patching and ongoing maintenance
- Upgrades and version modernisation
- Deep-dive performance reviews and optimisation
- Additional SQL Server instances or wider estates
- Advisory support for migrations or modernisation

All add-ons are clearly scoped, transparently priced, and entirely optional, allowing you to extend the service only where it delivers value.

If You Choose to Continue

At the end of the trial, you may simply continue supporting the existing environment or choose to extend the service where it adds value. Options include:

- Continuing support for the current environment
- Extending support to additional instances
- Adding 24x7 cover for business-critical systems
- Introducing patching and enhanced maintenance
- Improving performance and reducing infrastructure risk
- Supporting upgrades, migrations, or cloud initiatives

Customers who convert may be eligible for preferred commercial terms.

Why We Offer This

We believe the most effective way to demonstrate value is through real service, real outcomes, and real accountability. This trial allows you to experience how our engineers work, how we manage risk, and how we protect availability, before making a long-term commitment. It gives you the information you need to make a confident, informed decision, based on evidence rather than promises. Whether you choose to continue or not, you gain practical insight into the health of your SQL environment and a clearer view of what a robust, professional Managed SQL Server support looks like.

