

Silk Managed Cloud Database



You want unmatched performance on the cloud with maximum cost efficiency and easy scalability. To achieve all that, you turn to Silk. How you deploy the Silk Data Virtualization Platform is up to you. Whether you prefer to be hands on through IaaS or prefer the expert Silk team to take on management for you, there is a deployment option that fits your needs.

Silk Managed Cloud Database

The Silk Managed Cloud Database gives you all the benefits of PaaS with the performance and flexibility your enterprise databases need. This deployment option offers you a fully managed database service -- including database patching, updates, and tuning -- so you can spend less time focusing on your database management and more time on strategic efforts. Run any major database platform on Silk and choose whichever cloud VM shape and supported database version you want. This offering gives you access to experienced DBA advisors so you can rest assured that your databases are in good hands.

Benefits of Silk Managed Cloud Database

24/7/365 Production Support

Don't worry about your system -- Silk's 24/7/365 support DBA team has your back! The Silk platform proactively self-heals, to ensure availability and durability. Minor events that are initiated through Silk's Clarity monitoring system will be handled by the team with assistance from your own application support personnel for timely troubleshooting and resolution.

But what happens if the environment goes down? Rest easy! For critical events, Silk's DBA team will begin the support process immediately, adhering to a 24/7 escalation and response plan Standard Operating Procedure as outlined in initial discussions with your organization.

We like to see ourselves as an extension of your team. But that doesn't mean we know more about what's going on with your business than you do. That's why all non-critical support requiring downtime will be prescheduled and approved in writing by your team.

Why Silk Managed Cloud Database

- Free up time to focus on more important tasks
- Experienced DBA advisors managing your database
- Unmatched performance for your most important applications
- Run any major database platform on Silk with any VM shape and supported database version

Proactive DBA Maintenance and Troubleshooting

Never think about database maintenance again! The Silk DBA team will perform all necessary tasks to keep your database up and running, including all updates and changes to the database as per standard, agreed-upon change control process. The Silk DBA team will create and follow Standard Operating Procedures for all routine tasks including:

- Start-up and shutdown of databases
- Change management of database configuration

Our maintenance also includes the management of all database initialization and configuration parameters, as well as troubleshooting database issues.

Database HA Implementation and Support

Need support for SQL AlwaysON, Oracle Goldengate, or Oracle DataGuard? Our team will work with you to implement and support all high availability features of your database as available.* Our team will also refresh your database instances upon request. Database clones may include any or all of the various components of an environment.

*Silk DBA Team 24/7 High Availability support is dependent on specific platforms and will be scoped and designed during the sales engagement process.

DB & OS Event Monitoring

You need your database environments to be up and running! Our team will make this happen by proactively monitoring all critical services needed to keep your information available to users and performing optimally. Monitoring is accomplished through custom scripts tailored the environment and includes:

- Standard Operating Procedure for all monitored events
- Database background processes
- Error log events
- Space allocation and management

Performance Monitoring and Tuning

Our team will perform tuning and provide performance recommendations for critical databases. Our assessment includes aspects of:

- Database memory management
- File I/O statistics
- Process wait statistics
- Database initialization and configuration parameters
- Identification of IO/CPU/Memory intensive SQL statements
- Identification and recommendations for changes to the data file, transaction log files, server configuration changes, and potential performance improvements

Backups

We will work with you to define and implement a database backup strategy that meets your business requirements for data recovery. Our DBA team will take the lead in developing, testing, deploying, and maintaining the backup scripts using native toolsets and infrastructure backup solutions.

Faster Than the Fastest Cloud Native Database PaaS

Silk offers:

- Up to 10 GB/s throughput per DB instance
- Up to 2 M IOPS per Silk Data Pod
- Sub-millisecond latency
- Up to 640 TiB capacity

OS and DB Patching and Upgrades

Our team will work with you identify and apply patches, service packs, point releases, and hotfixes as needed. We will always work with you to make sure that any change recommendations are submitted to you for approval and are scheduled at a mutually agreed upon time that conveniently fits your schedule.

Schema and Space Management

Our team is on standby to define and integrate database schema elements -- such as new or reorganized schema Objects, Linked servers, user privileges, roles, and synonym grants – on an as-needed basis. We will also manage the utilization of storage resources so you can also rest assured that you have the capacity that your databases need without the risk of overspending.

Optional DB Deployment and Data Migration

Whether you are looking to build your database from scratch or want to migrate an existing DB onto Silk from an existing environment, Silk can help. Our experienced DBA team can take on the responsibility of building your new managed database or migrate your existing databases onto Silk.

Not Quite What You're Looking For? Try Managed Silk Instead!

With Managed Silk, you get the unmatched performance, cost efficiency, scalability, and resiliency of Silk on IaaS. But the Silk team will fully administer your Silk instances through secure, audited subscription access. And you can rest easy knowing that you're still getting 24/7/365 global monitoring and support.

Ready to get started? Contact Silk today to find the best deployment option for you!

About Silk

The Silk Data Virtualization Platform gives demanding workloads up to 10x faster performance in the cloud. Without refactoring, applications can move to the public cloud without compromising on performance or overspending to mitigate risk. Industry leaders in ecommerce, SaaS, FinTech, and healthcare trust Silk with their business-critical workloads to get the ultra-fast speeds their customers demand. Silk is headquartered outside of Boston, MA. To learn more, visit www.silk.us.