

SingleStore DBA-as-a-Service

Let our Database Experts Manage your SingleStore Deployments

Overview

SingleStore DBA-as-a Service offers a pool of expert database administrators (DBAs) to help monitor, manage, and maintain your SingleStore deployments. SingleStore's expert DBAs help ensure healthy operations of SingleStore environment(s), supporting the adoption and success of your SingleStore deployments. DBAs work as an integral part of your team to prevent or quickly resolve problems in your environment.

Services Offered

Key services offered by SingleStore DBA-as-a-Service include:

- Remote Advisory Services
- Remote DBA Services
- Coverage Model Options: 24x7, 12x7, or 8x5



Advisory Services

Ensure overall architecture, application design per best practices, and query performance analysis



DBA Services

Remote DBA Services, scheduled patches and releases with expert troubleshooting



Monitoring

Proactive operations by building automatic monitoring scripts and alerting systems

SingleStore Advisory Services

- Service requests only to be executed in the SingleStore expert coverage
- Advisory services on query performance analysis and schema review
- Audit and ensure all production clusters meet SingleStore standards
- Collect, analyze, and optimize poorly performing queries
- Analyzing logs for performance issues and failing ETLs
- Managing users, grants, and resource pools
- Pro-active SingleStore cluster management

Remote DBA Services

- Incident handling, database problem searching, problem isolation & resolution
- DBA services such as: (i) killing hanging queries, (ii) restarting SingleStore nodes and clusters, (iii) scheduled and non-scheduled maintenance; upgrades and patches, (iv) managing backup process, and (v) emergency fixes where needed

Monitoring

- Active monitoring of SingleStore clusters by dedicated staff
- Automated monitoring for cluster health, including queries and ETLs
- Tickets of all severity handled in our ticketing system, with queue and priority management

SingleStore Benefits

SingleStore enables organizations to operationalize data to provide real-time insights and optimized customer experiences.



Effortless deployment & Elastic Scale:

deployment and easy cloud scalability



Superior TCO vs. Legacy & CSPs:

Dramatically cheaper to buy & operate than either legacy data platforms or public cloud databases



Latency-Free Analytics:

SingleStore lets you achieve ultra-fast query response with high concurrency across both live and historical data using familiar ANSI SQL



Ultra-Fast Event-to-Insight Performance:

Deliver against the toughest service level agreements using parallel, distributed lock-free ingestion and real-time query processing



Scale Limitlessly:

Elastic scale-out architecture with distributed, massively parallel data processing delivers consistent, predictable responses under high ingest rates and user concurrency

Incident Management Workflow



Service Level Agreements* (SLAs) - Incidents

Defect Severity Level	Definition	Examples	Environment	Response Time
P1 Critical outage	Production System outage	Severe problem preventing customer or workgroup from performing critical business functions	Production	30 minutes
P2 High priority	Job function impaired; no workaround	Customer or workgroup able to perform the function, but performance of job function degraded or severely limited	Production	60 minutes
P3 Medium priority	Moderate impact; with a workaround	Moderate impact; with a workaround; Customer or workgroup performance or job function is largely unaffected	Production / Non-Production	2 hours
P4 Request	Minimal impact	Minimal system impact; includes feature requests and other non-critical questions	Production / Non-Production	4 hours

*Please note All SLAs are only applicable during hours of operation

Benefits of DBA-as-a-Service

- Flexible, scalable, cost-effective solution to your DBA needs
- Rapid access to expert SingleStore skills
- Additional strategic guidance from SingleStore's Advisory Services
- 24x7 Monitoring and DBA Services
- Improved productivity and team efficiencies
- Seamless integration into your existing processes and operations
- Ownership and a single point of contact for all issues
- Open communication channels between the team and the customer during any outages or production issues

SingleStore Features

SingleStore: SingleStore architecture allows you to support large-scale Online Transaction Processing (OLTP) and Hybrid Transactional and Analytical Processing (HTAP) at a lower total cost of ownership (TCO).

Fast Streaming Ingest: Native parallel data ingest from external sources such as Apache Kafka, Amazon S3, Azure Blob, file system, Google Cloud Storage, and HDFS using SingleStore Pipelines.

Record-Breaking Query Response: Built-in distributed optimizer compiles, vectorizes, and caches queries to maximize CPU efficiency and deliver unmatched query performance.

MySQL-Compatible: Fully compatible with MySQL, advanced features such as distributed SQL, Geospatial, JSON, window functions, and time series Functions.

Lock-Free Data: Modern data structures and MVCC mean data remains highly accessible, even amidst a high volume of concurrent reads and writes.

Enterprise Security: Best-in-class security using authentication, encryption, and role-based access control (RBAC) at every layer to protect your data.

Highly Compatible: Wire protocol compatible with MySQL and supports advanced features not in MySQL such as distributed SQL, Geospatial, JSON, window functions, and time series functions.

SingleStore Studio: UI tool that allows you to easily monitor, debug, and interact with all of your SingleStore clusters.



Ready to Get Started? [Talk to a Specialist] [Try SingleStore for Free Today]