

Support Packages Overview

Choose the service level that matches your operational requirements

	BRONZE Essential Support	SILVER Enhanced Support	GOLD Premium 24/7
COVERAGE & AVAILABILITY			
Support Hours	Mon-Sun 08:00-18:00 (10 hrs daily)	Mon-Sun 08:00-24:00 (16 hrs daily)	24/7/365 (Round the clock)
24/7 Automated Monitoring	✓	✓	✓
Monthly Service Reviews	✓	✓	✓
Quarterly Strategic Reviews	—	—	✓
CRITICAL INCIDENTS (P1) - System Down / Major Business Impact			
Response Time	30 minutes	30 minutes	30 minutes
Response Coverage	Mon-Sun 08:00-18:00	Mon-Sun 08:00-24:00	24/7
Resolution Target	4 hours	4 hours	2 hours
Response SLA Achievement	90%	97.5%	97.5%
Resolution SLA Achievement	85%	97.5%	97.5%
HIGH PRIORITY INCIDENTS (P2) - Critical Alert / Minor Business Impact			
Response Time	2 hours	2 hours	2 hours
Response Coverage	Mon-Sun 08:00-18:00	Mon-Sun 08:00-24:00	24/7
Resolution Target	1 day	1 day	4 hours
Response SLA Achievement	90%	95%	95%
Resolution SLA Achievement	85%	90%	95%
MEDIUM PRIORITY INCIDENTS (P3) - Warning Alert / No Immediate Impact			
Response Time	1 business day	1 business day	1 business day
Resolution Target	3 business days	3 business days	3 business days
SLA Achievement Target	85%	80-90%	90%
LOW PRIORITY INCIDENTS (P4) - Information Requests / No Business Impact			
Response Time	3 business days	3 business days	3 business days
Resolution Target	15 business days	15 business days	15 business days
SLA Achievement Target	85%	85%	85%
PROACTIVE MONITORING & MANAGEMENT			
Daily Health Checks	✓	✓	✓
Space Monitoring & Alerts	✓	✓	✓
Performance Monitoring	✓	✓	✓
Backup Monitoring & Verification	✓	✓	✓
Performance Analytics & Trending	Basic	Enhanced	Advanced
Monitoring Portal Access	—	✓	✓ Premium
CHANGE MANAGEMENT			
Urgent Changes - Completion Target	1 day	1 day	1 day
Urgent Changes - SLA Achievement	—	80%	90%
Normal Changes - Completion Target	3 days	3 days	3 days
Normal Changes - SLA Achievement	—	70%	80%
Emergency Out-of-Hours Changes	—	—	✓
INCLUDED DBA SERVICES			
Incident Response & Resolution	✓	✓	✓
Performance Tuning & SQL Optimisation	✓	✓	✓ Priority
Backup & Recovery Management	✓	✓	✓
Quarterly Critical Patching	✓	✓	✓
Security & Compliance	✓	✓	✓ Enhanced
Documentation & Knowledge Transfer	✓	✓ Enhanced	✓ Comprehensive
PREMIUM FEATURES			
Dedicated Service Manager	—	—	✓
Priority Access to Senior DBAs	—	—	✓
Strategic Technology Consulting	—	—	✓
IDEAL FOR			
Operating Hours	Standard business hours operations	Extended daily hours into evening	24/7 continuous operations
System Criticality	Important business systems	Business-critical systems	Mission-critical systems
Downtime Tolerance	4-hour resolution acceptable	4-hour resolution required	2-hour resolution mandatory

Priority Level Definitions

- P1 - CRITICAL:** System down or major business impact. Total system failure or significant performance degradation making the system unusable.
- P2 - HIGH PRIORITY:** Critical alert, system not down but with minor business impact. Failure of major component affecting multiple users.
- P3 - MEDIUM PRIORITY:** Warning alert, system not in imminent danger. Isolated issues affecting limited functionality.
- P4 - LOW PRIORITY:** Information requests, minor issues, or advisory alerts with no business impact.

All Packages Include

- ✓ 24/7 automated monitoring (even outside support hours)
- ✓ Regular Oracle Critical Patch Updates (quarterly)
- ✓ Emergency escalation contact number
- ✓ Access to experienced senior Oracle DBAs
- ✓ Comprehensive documentation and knowledge transfer
- ✓ No hidden fees or additional on-site charges (UK mainland)

Ready to Choose Your Package?

All packages can be tailored to your specific requirements. Let's discuss what works best for your organisation.

[Schedule a Consultation](#)

[Get Custom Pricing](#)