



SkyDBA: REMOTE DBA SERVICES FOR SkySQL

Expert Database Support, 24x7x365

Part of what makes SkySQL the ultimate MariaDB cloud is that it's built by MariaDB, specifically for running MariaDB databases. Similarly, SkyDBA is the only remote DBA service focused 100% on MariaDB SkySQL. That means you get unparalleled expertise and a direct line to the engineers who build MariaDB technologies.

Even with the automations and efficiencies in the SkySQL DBaaS, you need humans with real-world expertise to keep things running smoothly. The MariaDB SkyDBA service provides you with senior-level **MariaDB certified DBAs**, available 24x7. These SkyDBAs function as **virtual members of your team**, performing all database operations like a full-time employee would, but at a fraction of the cost.

SKYDBA BENEFITS AT A GLANCE

MariaDB SkySQL makes deploying and managing MariaDB databases easier than ever, but staying on top of your databases and glean insights from your data requires qualified DBAs – and enough of them to provide around-the-clock coverage. That's where SkyDBA comes in.

MARIADB ON PREMISES	MARIADB ON IAAS (EC2, AZURE, ETC.)	MARIADB SKYSQL	MARIADB SKYSQL WITH SKYDBA
User management	User management	User management	User management
Schema operations & upgrades	Schema operations & upgrades	Schema operations & upgrades	Schema operations & upgrades
Deep troubleshooting/analysis	Deep troubleshooting/analysis	Deep troubleshooting/analysis	Deep troubleshooting/analysis
Proactive monitoring & incident response	Proactive monitoring & incident response	Proactive monitoring & incident response	Proactive monitoring & incident response
Security audits	Security audits	Security audits	Security audits
Query & app optimization	Query & app optimization	Query & app optimization	Query & app optimization
Performance tuning	Performance tuning	Performance tuning	Performance tuning
Configuration optimizations	Configuration optimizations	Configuration optimizations	Configuration optimizations
Scalability	Scalability	Scalability	Scalability
High availability (HA)	High availability (HA)	High availability (HA)	High availability (HA)
Database backup & restore	Database backup & restore	Database backup & restore	Database backup & restore
Database software installation & patching	Database software installation & patching	Database software installation & patching	Database software installation & patching
OS patching	OS patching	OS patching	OS patching
OS installation	OS installation	OS installation	OS installation
Server maintenance	Server maintenance	Server maintenance	Server maintenance
Hardware maintenance	Hardware maintenance	Hardware maintenance	Hardware maintenance
	YOU MANAGE	MANAGED FOR YOU	



HOW DOES SKYDBA WORK?

MariaDB SkyDBAs are flexible, accessible and efficient – providing both strategic and advisory guidance specific to your business needs.

SkyDBA SERVICES	
Day-to-day tasks	The SkyDBA team handles user management, schema operations/upgrades, data imports and other routine database operations.
Real-time chat	Get a quick answer by initiating a chat through a private channel in MariaDB's Slack instance.
Voice support	For S1 emergency production outages, you can request a voice call from your SkyDBA.
Migration assistance	Get expert advice on migrating existing data to SkySQL.
Replica scaling	Your SkyDBA can add replicas to your environment for HA or to scale up read capacity, and remove replicas when the extra compute power isn't needed.
Custom config optimization	Your SkyDBA will work with you to make configuration changes appropriate to your workload and topology.
Query optimization & performance tuning	Get insights and advice on poorly performing queries and workloads, plus measures to help improve performance.
Data recovery assistance & validation	Your SkyDBA can help recover data from backup (not just conduct a point-in-time restore), plus periodically validate that backups are valid.
Proactive monitoring & incident response	When an event on your instance could impact your business, the SkyDBA team will investigate the event and work to resolve any issues.
Extended troubleshooting & analysis	Our database experts remove the burden of tasks such as core dumps and system logging.
Tailored backup/restore strategies	Work with the SkyDBA team to customize backup and restore strategies based on your needs.
Monthly security audits	The SkyDBA team can audit users and grants, ensure adequate passwords are in place and monitor user privileges.
Quarterly business review	Every quarter, the SkyDBA team can meet with you to review matters such as historical and peak usage, growth/capacity planning, recovery time/recovery point objectives, escalation points and business continuity planning.
Dedicated customer success manager	Your dedicated customer success manager is your advocate, ensuring that the SkyDBA team is always focused on your business goals and project plans so you get the best experience possible with SkySQL.



SkyDBAs offer that human touch – a huge factor that elevates MariaDB over other DBaaS offerings. A SkyDBA can tag in whenever help is needed. Better yet, a SkyDBA can provide ongoing proactive care and strategic guidance to support business goals. There's just no substitute for working with people who know MariaDB inside and out.



– Kathryn Sizemore, Database Architect, SelectQuote

SPEAK WITH A MARIADB EXPERT ABOUT SkyDBA

SkyDBA is available as an add-on to Enterprise and Platinum [support subscriptions](#).

Our SkyDBA team knows MariaDB databases inside and out. Every team member holds a MariaDB Certified Database Administrator certificate – a level of expertise you won't find anywhere else. When you want the world's best resources to ensure your deployment is always up and running, count on SkyDBA.

[Contact us](#) to learn more about MariaDB SkyDBA services.

mariadb.com

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