TELUS Database Assurance Services

Today's business issues.

With customers, users and business partners expecting systems and applications to be available and responsive anytime and anywhere, IT must deliver more and keep service levels at an all-time high, despite limited and often decreasing budgets. As a result, organizations of all sizes are realizing that greater business agility and innovation require creative new solutions. TELUS Database Assurance Services offer you a straightforward, scalable subscription model for cost-effectively out-tasking your database management, while maintaining control of the processes and applications vital to your success.

Value for your business.

TELUS Database Assurance services give your business access to a nation-wide team providing quality, round-the-clock support through centrally developed and documented best practices and standards. Whatever your size, needs and budget, no matter which database platforms you use, you can benefit from the collective knowledge of one of the country's most experienced teams of database professionals.

Your IT resources can focus on supporting your core business services, and the business will no longer need to retain highly skilled and trained, but underutilized resources. You will also have access to a wider range of technology choices.

TELUS offers a flexible model ranging from simple "lights-on" support to complex database application support, performance tuning and design services. This approach can be crafted by database platform, size and complexity and span a multitude of application scenarios. It is designed to allow you to complement your internal IT skills in both scale and scope.

A trusted partner is critical.

Not all service providers are equal. TELUS is Canada's largest hosting provider, operating ten state-of-the-art SAS-70 certified (SSAE16) data centres in Canada, equipped with enterprise-class servers, storage and software and supported by an advanced, nationwide network infrastructure. We own and operate both our data centres and network, and back them with a team of 1,000 certified professionals following best practices to achieve unsurpassed reliability and security.

Our extensive portfolio of managed services is designed to complement your IT practices, free you from day-to-day operational activities and provide you with the flexibility you need to adapt to higher business and innovation priorities.

TELUS is committed to security and privacy as part of our corporate culture, hiring and training practices and as top priorities with all TELUS services. As a trusted service provider for governments, financial services firms and healthcare organizations nationwide, we have an established track record of adherence to some of the most advanced security and privacy regulations, including numerous rigorous federal, provincial and industry requirements.

TELUS Database Assurance Services

Leverage our skills and scale to get the support you require.

By leveraging our skills in multiple database platforms, together with our scale and flexibility, you can cost-effectively support your growing business demands. TELUS Database Assurance Services are designed to add immediate business value and evolve with your changing business needs by improving the availability, reliability, capacity and performance of your database platform.

CAPABILITIES	
Database Management	From standard to completely customizable service options
Software Support and Flexibility	Support for multiple editions of IBM DB2, Microsoft SQL Server, mySQL and Oracle Flexibility to leverage your current investment in software or use TELUS licensed software
Provisioning	We can: Take over, update and manage your existing databases, leveraging proven TELUS tools and practices OR Set up, build and configure new databases on new software platforms
24/7 Database Support	Monitoring and alerting on critical database performance metrics, customized to meet your business requirements
Backup and High Availability	Supporting server and storage can be designed for any availability levels Database systems can take advantage of leading edge multi-tier storage systems with application aware backup technologies
Business Continuity	Recovery of the database in the event of a database software, operating system or hardware failure Optional off-site data vaulting for enhanced business continuity
Advisory Services	TELUS specialists can help you design, model and tune your databases to meet your evolving business needs

Do more with TELUS solutions. Connect with us today and we'll show you how.
Contact your dedicated TELUS Account Executive for more information.