ISV INFORMATION PACK

DEDICATED DATABASE SERVICES, DELIVERED BY EXPERTS FOR ISVS

XYNOMIX
THE DATABASE EXPERTS

WHY XYNOMIX FOR ISVS?

Xynomix provide enterprise-grade database services for ISVs, from dedicated consultancy projects to managed services, ensuring that critical business data is always available.

- ✔ 20 years of working with ISVs
- ✔ Dedicated database experts, ensuring your database supports the software 24x7x365, including holiday & sickness cover
- ✔ Enhanced user experience of your application
- ✔ OMON, our database monitoring solution picks up on more than 80% of issues before the client is even aware of them

All of this means a reduced workload on your team, allowing your software application to flourish.

British Assessment Bureau
UKAS MANAGEMENT SYSTEMS
8289
ISO 27001
INFORMATION SECURITY MANAGEMENT

Gold
Microsoft Partner

ORACLE | Partner

OUR CUSTOMERS RATED US

★★★★★

98% of projects delivered on time and satisfied

97% customer managed service renewal rate

88% of customers ranked us 'excellent'

DATABASE MANAGED SERVICE & CONSULTANCY

All new clients are onboarded with a fully comprehensive Technical Estate Review.

This covers a database health check, performance benchmarking, disaster recovery & high availability measures, and more - all in accordance with industry best practices.

One size does not fit all. Our holistic approach to consultancy guarantees that any recommendations are tailored specifically for your business or project.

80% DATABASE ISSUES THAT ARE IDENTIFIED BEFORE THEY EMERGE AND CAUSE PROBLEMS

xynomix.com

0345 222 9600

HOW OUR ISV OFFERING WORKS

Following on from the initial on boarding, and Technical Estate Review and a 3-month high-focus service, the client is moved into BAU.

Working as an extension of your IT and development teams, we deliver our expert database service across all platforms, providing the smooth experience your customers expect.

OMON, our in-house database monitoring tool, is the key differentiatior between Xynomix and the rest. Designed by DBAs for DBAs, it enables us to identify 60% of of all issues before they happen, ensuring greater reliability and uptime.

And with 95% accuracy, we definitively pinpoint the customer issue, whether it's the database, hardware. or a software problem.

All of this data is delivered in either monthly or quarterly KPI reporting, plus a quarterly health check.

SCC

Insight

Softcat

CDW™

4 OF THE UK'S LARGEST RESELLERS WORK WITH US IN THEIR ISV PROGRAMME

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OMON DATABASE MONITORING

OMON, our advanced database monitoring solution is developed in-house by our technical team - and it's the secret behind our **98%** customer retention rate.

Most DBAs use standard monitoring tools, with advanced tools incurring significant additional costs. Ours is included as part of a managed service, however.

And with a dedicated customer dashboard, customers can view the real-time health of their database services.

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WHY XYNOMIX FOR ISV DATABASE SERVICES?

Improved Customer Experience, as a result of a well-optimised database.

Opportunity to **Sell Higher Value Services** such as a Managed Service (MS), additional services such as patch management, or simply a bank of days to keep your customer's database running smoothly.

Leverage our **Cost-Effective Database Skills** instead of hiring (or require customers to hire) expensive, full-time, dedicated DBAs.

97% of Xynomix customers renew their MS, meaning increased customer satisfaction and **Annual Revenue Streams**.

THE REASONS OUR CUSTOMERS LOVE US, AND WHY YOU WILL TOO

Proactive Culture from our technical monitoring to our helpful approach to relationships. 80% of incidents are identified and resolved prior to customers notice any adverse effects.

ISV/Partner Model that delivers a better service to your internal teams, and to your customers.

Flexible Approach to work around your needs, scaling up and down when required.

Direct Line to a team of fully-certified database experts, with no triage or unnecessary lines of support

24/7 Coverage and no single point of failure.

TESTIMONIALS

"Simon's preparation for this transition was very meticulous and thorough working very closely with our own DB Admin Lead to ensure all aspects were fully understood and covered. Excellent throughout."

"Big thanks to Gabriel once again for all of the hard work. This was a particularly tricky phase to complete however due to a combination of expertise and tenacity we got this delivered. Many thanks. Happy campers. "

"Appreciate the good interaction with Basu associated with this SOW and the really good detail provided on conclusion of the task and the excellent detail provided in response to the follow up questions on timings. Project team were happy! "

"Usual high quality work and support from Dan to ensure we had everything in place ahead of the work taking place, thank you."

PROACTIVE MONITORING & PERFORMANCE TUNING

Xynomix managed services monitor databases around the clock, identifying and resolving issues before they affect business.

CLOUD SERVICES

Cloud readiness, migration and optimisation, with specialists in Azure, Oracle Cloud, AWS, and Google Cloud.

DATABASE MIGRATIONS

Choose a cloud platform or mix and match with a hybrid solution. Our technicians will identify the best options based on need or preference.

BACKUP & DISASTER RECOVERY

Establishing the appropriate RTOs and RPOs initially with customers mitigates the chance of lengthy downtime in the event of a disaster.

LICENSE & ESTATE REVIEW

Pre-LMS audit ensures the right licenses are in place and reduces the overall costs. Includes advice on ASFU and full-use licenses.

PATCH MANAGEMENT

Applying the latest security patches and updates to ensure databases remain secure, efficient and well-optimised.

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FOR ISV DATABASE SERVICES, CONTACT THE DATABASE EXPERTS.

WITH OVER 20 YEARS OF DATABASE MANAGEMENT BEHIND US, WHY GO WITH ANYONE ELSE?

XYNOMIX
THE DATABASE EXPERTS

Take a moment
to review your database management

ISO 27001
INFORMATION SECURITY
MANAGEMENT

Gold
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