



**Get 24/7 Emergency SQL Server support with expert helpline, data recovery, troubleshooting, system restores, and performance tuning.**

### Emergencies happen

- SQL Server outages
- Service interruptions
- Major performance slowdowns
- Data loss
- Backup or restore issues
- Cryptoware attacks
- Security breaches
- SQL troubleshooting
- Point-in-time restores

### Red9 can help

- 24x7x365 access to Sr. DBAs (including after hours and holidays!)
- Emergency diagnostics
- Applicable fixes
- Issue resolutions (in most cases)
- Resolution roadmap
- SQL Audit and recommendations to prevent future emergencies

## Managed SQL Services for any environment

### Unmatched Expertise

- ✓ Sr. DBAs with 15+ years of experience
- ✓ Deep cloud expertise (Azure, AWS, Google)
- ✓ Architecture, high availability, and disaster recovery
- ✓ AlwaysOn, log shipping, replication, SSRS, SSIS, ETL
- ✓ Microsoft Partner

### Peace of mind

- ✓ Fast emergency response
- ✓ Bank-level security
- ✓ Proactive care
- ✓ Predictable costs and SLAs
- ✓ Comprehensive SQL audit post emergency

## On-demand support for SQL Server emergencies

### Business hours

Emergency Response Package

Monday-Friday  
9AM – 5PM EST  
(excludes US holidays)  
4-hour initial response

**\$2,900**

4-hour package

### After hours

Emergency Response Package

Monday-Friday  
5PM – 9AM EST  
(excludes US holidays)  
4-hour initial response

**\$3,500**

4-hour package

### Holiday hours

Emergency Response Package

See observed holidays at  
[www.red9.com/](http://www.red9.com/)  
<https://red9.com/pricing/sql-server-emergency-support/>

4-hour initial response

**\$6,500**

4-hour package



## Testimonials

### The right expertise during major crisis.

When we were faced with a major crisis that was time sensitive and needed the right expertise, Red9 stepped in. In no time Red9 SQL DBA found the cause of the problem and prepared a plan that got us back operating at 100% efficiency. Throughout the project Red9 was always available and felt like a member of our team. **Thank you Red9 DBA team!**



Radu Butarascu  
.NET Software Engineer  
SurferNETWORK, LLC.

### Top-rated SQL consultant exceeds expectations nationwide

You guys have done **amazing work** and have been **great to work with**. Not sure if you know this or not but we spent some time finding the right SQL consultant and you were our **number 1 pick** in the **whole country**, and you've **lived up to all our expectations** and then some.



Luke V.  
Solution Architect / Principal

### Huge improvement!

Whatever your guys did yesterday is making a **huge improvement today**. **Thank you!** Our team over here think **you're a wizard!** **Can't wait to see how much better this will get** as you continue to tune and **AlwaysOn** is in place and **read/write get divided up**.



Jack S.  
Senior Manager, Research and  
Development