



Database Managed Service

Supporting Your Data Estate, Your Way.

With over 400 instances and 13,000 databases under management, our Database Managed Service is designed to be an extension of your internal team, providing flexible, expert-led support tailored to your needs. Whether you require ongoing monitoring, performance optimisation, or strategic improvements, we ensure your data platform is secure, efficient, and continuously evolving.

Our Database Managed Service Includes:



Expert-Led Support

You'll have a designated lead engineer as your point of contact, ensuring continuity, system knowledge, and collaboration. We align with your business objectives through regular service reviews, scheduled to suit your needs.



Proactive Incident Management

Our advanced monitoring platform detects and responds to issues in real-time, with a combination of automated alerts and expert intervention to resolve problems before they impact your business.



Continuous Optimisation

We don't just maintain your databases, we actively improve them. Our team specialises in performance tuning, cost optimisation, and solution development to ensure your platform is always running at its best.

Our Approach

Our hybrid team provides 24/7 mission-critical support for your systems, with a typical incident response time of under five minutes. We specialise in performance and availability troubleshooting, with over 95% of our activities being proactive rather than reactive, minimising costly disruptions. Emergencies are covered too, with unlimited incidents and service requests at no extra cost.

Beyond day-to-day management, our Microsoft Data Platform experts help optimise performance, reduce costs, and develop solutions tailored to your needs. Through your lead engineer, you'll have priority access to a team of technical specialists with a deep understanding of your environment.

Our engineers are dedicated to learning new skills themselves and regularly provide detailed feedback to our clients' in-house teams, developing their understanding throughout our partnerships. Our regular service reviews, scheduled to suit your needs, provide insights into your platform performance and strategic recommendations to keep your data estate evolving.

Why Choose us?

We are a trusted Microsoft Data and AI partner. Our Microsoft data platform and analytics specialists have vast experience of working with clients across their entire data journey – from modernisation and migration to artificial intelligence and beyond.



Learn from Experience

Backed by Microsoft Data Platform specialists, we provide deep technical insight and best practices for managing and optimising SQL environments.



Collaborative Partnership

We work alongside your team, ensuring smooth collaboration and clear communication.



Preparing to Modernise

Beyond day-to-day management, we help you plan for the future with tailored advice on scalability, security, and modernisation.



Trusted by Industry Leaders

Some of the customers we currently support include Bravissimo, Pantheon, Fortnum & Mason, Longview Partners and IMS.

Whether you're looking for ongoing database support or strategic performance improvements, we can help.

Get in touch today: info@coeo.com

Visit us online: www.coeo.com