

# Oracle Applications DBA Managed Support

## Automated, Proactive, Predictable Support

ennVee's DBA support services help companies simplify the management of complex database and infrastructure operations, become more proactive, accelerate issue response time, and absolve downtime. Using our proprietary TrendZ performance monitoring tool, ennVee can support your environment with half the resources at up to half the cost, so you can focus on your business.

### Tier 1-3 Remote DBA Support Services

#### Proactive Performance Monitoring

We support complex database operations and accelerate RCA and response time using our custom-built TrendZ tool. Our monitoring approach adapts to your framework and we proactively identify issues before they impact the business.

#### Maintenance Automation

We automate repetitive tasks and tickets and execute proactive upgrades to ensure 24x7 availability for system maintenance.

#### Database Upgrades

Three phases with specific tasks and deliverables, and support from initiation to close out with end-to-end governance by our DBA team.

#### Proactive Tuning

Tracking month-end programs, monthly performance reports, SQL tuning recommendations and improvements.

#### Space Management

Holistic view of system utilization, growth analysis, live reporting, archive and purge recommendations.

#### Database Security Management

Governance and Security audits, and fault tolerance and security management.

#### Automated DB Backup Management

Live reporting for successes and failures.

#### Automated Cloning & Refreshes

DB cloning based on your existing technology and infrastructure landscape.

#### Patching, Testing, Backup & Recovery

Patch analysis, application procedures, risk assessments, proactive security updates, patch application and testing, and backup and recovery for patch rollbacks.

#### Concurrent Manager

We make recommendations for scheduling and other metrics to improve system utilization.

#### Strategy & Assessment

Database design, architecture, and roadmapping, scalability improvements, license optimization, database upgrade assessments, health checks, and GDPR compliance checks.

### Support Coverage & Models

- 24x7
- Weekends and Off-hours
- On-Demand
- On-Shore/Remote
- Off-shore
- Hybrid On-Shore/Off-Shore

## DBA Managed Support Tiers

	Tier 1	Tier 2	Tier 3
<b>Service Desk &amp; Monitoring</b>			
24x7x365 Live DBA Support	✓	✓	✓
Implement Monitoring & Ticketing Systems	✓	✓	✓
Monitor & Troubleshoot Scheduled, Backup, & Recovery Jobs	✓	✓	✓
Monitor Custom Events & Replication / Clustering	✓	✓	✓
Respond to Incidents, Alerts, & Notifications	✓	✓	✓
<b>Operations &amp; Technical Delivery</b>			
24x7 DBA Service Requests		✓	✓
Execute on Incidents received by Tier I		✓	✓
24x7x365 DBA Request Availability		✓	✓
Database Install & Creation		✓	✓
Create Schemas, Tables, Views, Indexes, etc.		✓	✓
Optimize CPU & Memory Utilization		✓	✓
Database Upgrades & Migrations		✓	✓
Patching & Bug Fixes		✓	✓
Refresh & Cloning		✓	✓
Configuration & Validation		✓	✓
Data/Index/Disk re-organizations		✓	✓
Tuning (SQL, Database, Instance)		✓	✓
DDL, DML, Script Execution & Verification		✓	✓
<b>Engineering &amp; Critical Problem Resolution</b>			
Proactive DBA Activities			✓
Escalation from Tier II			✓
Advise on Architecture & Engineering Issues & Approaches			✓
Senior DBA Support & Collaboration			✓
Complex Issue Resolution & Correlation			✓
Root Cause Analysis for recurring issues			✓
Issue Tracking & Communication			✓
Proactive Space & Growth Management			✓
Database Security, Compliance, Licensing			✓
Strategy/Improvements for HA, DR, Scalability, Backup/Recovery, Clustering/Replication			✓

# TrendZ Performance Monitoring Tool

70% of maintenance & troubleshooting with 50% less effort

TrendZ is a proprietary monitoring tool that provides DBA-level insights via executive-level dashboards and trending of health indicators for your enterprise systems portfolio. Through automation, TrendZ helps streamline time-intensive maintenance and troubleshooting, reduce issue response time, and meet internal business SLAs.

## Key Features

### Management-level Optics

Executive analytics and dashboarding for environment health, KPIs, and core business processes.

### Live Tuning with Full Detection

Track the remediation lifecycle and monitor active sessions in the DB.

### Concurrency Monitoring

Track running, completed, and failed requests in each queue.

### User Experience & Utilization

Drill down by user, location, business unit, responsibility, or module.

### Historic Data Views

Drill down to any point in time by component, functionality, or module.

### Automated "Smart" Alerts

Detect unusual changes and alert via email, text/SMS, or service desk.

### Automated Log Parser

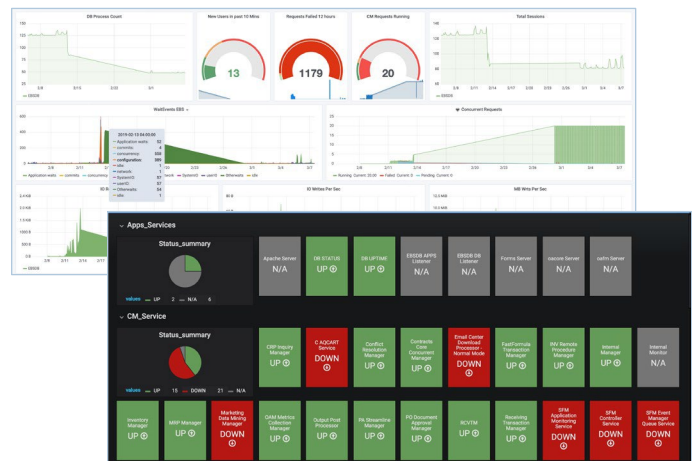
Points you directly to the error.

### Holistic Reporting

Performance, growth, and deviation of critical programs and custom KPIs.

### Fully Customizable

Can be installed on premise or Cloud.



## Monitor any Application, Database, Middleware or Infrastructure component

### Out of the box

- Oracle E-Business Suite
- Oracle SOA
- OBIEE
- Oracle Identity Management
- Oracle Database

### Custom

- Oracle Demantra
- Oracle VPC
- OTM
- Agile PLM
- Siebel
- Hyperion/Essbase
- SQL Server
- MySQL
- Oracle Exadata
- Oracle IaaS Cloud