

Managed DBA Support Services

Proactive Support for Production & Non-Production Oracle Applications Databases

PROACTIVE PERFORMANCE MONITORING AND MANAGEMENT

- CPU and Memory Utilization Optimization
- Space and Growth Management
- High Availability
- Troubleshooting, Bug Fixes, and Root-cause Analysis
- Clustering and Replication
- Performance Tuning
- Cloud Performance Management

MAINTENANCE AUTOMATION

- Database and Application Patching
- TrendZ Monitoring Tool
- Release and Change Management
- Incident and SLA Management
- Database and ERP Upgrades
- Database and Application Cloning
- Database Refreshes and Cleansing
- Backup, Failover, and Recovery Management
- Database Integrity Checks
- Alerts

CAPACITY PLANNING & DEMAND FORECASTING

STRATEGY AND ASSESSMENT

- DB Design, Architecture, and Roadmapping
- DB Scalability Strategy and Improvements
- License Optimization
- Database Upgrade Assessment
- Database Health Check
- Oracle EBS R12.2 Upgrade Assessment
- GDPR Compliance Check

INSTALLATION, CONFIGURATION, AND VALIDATION

- RAC / Grid Deployments
- Upgrades and Migrations
- Cloud Migration

DATABASE SECURITY MANAGEMENT

- Database Governance
- Database Security Audits
- Fault Tolerance and Security Management

ennVee's managed DBA support services help organizations monitor, manage, and support their complex database operations more proactively and cost-effectively. Our cost-effective support services allows customers to achieve performance goals while simultaneously driving long-term growth. Our proactive approach and custom-built automation tools enable organizations to achieve performance goals and drive long-term growth by mitigating the risk of human error, reducing downtime, and accelerating issue response time.

What We Do Best

Holistic Monitoring

We support each client's complex database operations using custom-built monitoring tools to accelerate RCA and response time by identifying issues before the user reports them. Our monitoring approach is adapted to the framework of each client.

Routine Maintenance Automation

We automate repetitive tasks and tickets and execute proactive upgrades to ensure 24x7 availability for system maintenance. Self-service reduces turnaround time for planned activities, and our built-in framework covers housekeeping tasks, as well as regular capacity and growth recommendations.

Proactive Tuning

Weekly AWR reviews and feedback. Tracking and reporting of month-end critical programs. Monthly performance reports and trends discussions. SQL tuning recommendations and improvements using Profile, Baselines, stats, and indexes.

Patching, Testing, Backup & Recovery

We provide patch analysis, application procedures, risk assessments, as well as proactive security updates, patch application and testing, and backup and recovery for patch rollbacks.

Automated Cloning & Refreshes

DB cloning is specific based on each client's existing technology and infrastructure landscape.

Space Management

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

Automated DB Backup Management

Live reporting for successes and failures.

Concurrent Manager

Our custom-built reporting system enables proactive support by highlighting all programs that have ran daily for the past 45 days, long-running programs, and those that have generated a higher load. We also provide recommendations for scheduling and other metrics to improve system utilization.

What We Support

- Oracle Applications DBA Technologies
- Oracle Database 10g, 11g, 12c
- SQL Server
- Enterprise Manager: Application Testing Suite
- Integration: Oracle SOA, Application Integration Architecture
- Business Intelligence: OBIEE, Hyperion, Essbase, Discoverer
- Identity Management: Identity & Access Management Suite, SSO, Access Manager, Directory Services
- Application Express
- Real Application Clusters (RAC)
- Unix / AIX
- Data Guard
- Oracle Engineered Systems / Exadata
- Environments: Single / Multi Node, RAC / ASM

How We Support

- Remote (Near-shore or Off-shore)
- On-site (On-shore)
- Flex (Fixed number of hours per month)
- Dedicated (24x7x365)

What Sets Us Apart

- **Predictable Cost Model & Arbitrage:** Whether subscription-based, T&M, fixed price, etc., our cost structure is designed to best fit each client.
- **No "Bait & Switch":** Each client works directly with named consultants with cross-functional experience. A dedicated account manager and executive sponsorship is assigned to each client.
- **Automated & Tool-based:** We use custom-built tools to automate instance monitoring, cloning, and health checks, and reduce manual effort and redundant issues.
- **Proactiveness:** Using custom-built monitoring tools, we identify risk areas early-on, and make recommendations and improvements to eliminate issues before it impacts the business and user.

TrendZ Performance Monitoring

HIGHLIGHTS

- Business-Focused, Performance Monitoring for Applications, Databases, Middleware, & Infrastructure
- 100% time-based: only displays metrics and KPIs that are most important to you
- Reduce manual effort by 50%: automate 70% of the work performed daily for any issue that you troubleshoot.
- Increase IT support effectiveness and response time by trending data historically across any period of time.
- High ease of use for Senior-level management to DBAs, SysAdmins, and Apps Users.
- Thresholds for internal core activities/processes
- Drill down by component, functionality, or module (approval/workflow)
- Auto-actionable execution process

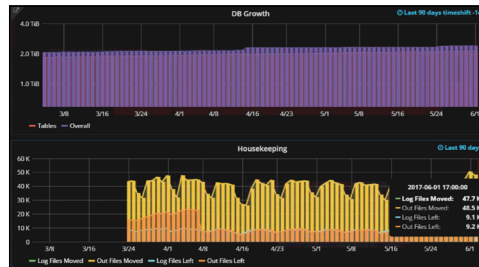
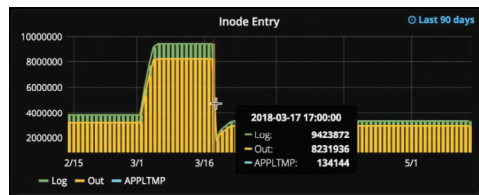
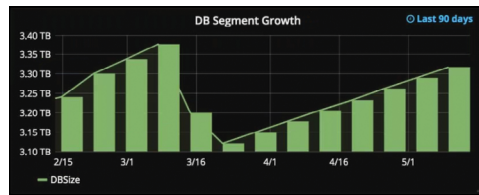
STANDARD MONITORING

- Oracle E-Business Suite (ERP)
- Oracle Database
- Oracle Business Intelligence Enterprise Edition (OBIEE)
- Oracle SOA
- Oracle Access Manager (OAM) & Single-Sign On (SSO)

CUSTOM MONITORING

- Hyperion / Essbase
- Oracle Transportation Management (OTM)
- Agile PLM
- Demantra ASCP
- Oracle Value Chain Planning (VCP)
- Oracle Exadata
- Oracle IaaS Cloud
- Siebel
- SQL Server

Managing enterprise systems becomes challenging when you have a significant number of systems and KPIs to track, when you undergo a merger, acquisition, or consolidation, when you implement a new system, when you open a new business unit or location, etc. TrendZ demystifies performance monitoring by historically trending and displaying all business-critical KPIs through a single pane of glass screen so you can seamlessly identify and resolve issues before your end users report them.



Key Features

DBA-level Insights, Management-level Analytics & Dashboarding

Simplified monitoring workflows that make data available to more stakeholders, and provide objective measurements for KPIs and internal processes.

100% Time-Based, Historic Trends

Save IT staff hours, and reduce cost, downtime, and repeat issues with historic data to predict failures, measure tuning effectiveness, monitor ETL jobs, etc.

Live Tuning Pack with Full Detection

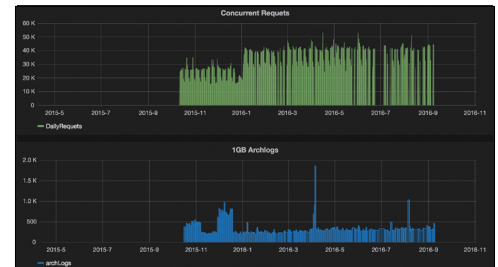
Centralized access to all SQL logs, Run History, AWR Execution Plans, and SIDs in one place. Historically track the remediation lifecycle. Monitor active sessions in the live database for RCA isolation.

"Smart" Alerts

Create custom alerts to automatically check all systems and trigger when your specific conditions are met via email, text or SMS message, service desk, etc.

Capture Global Adoption & Utilization

Capture how your systems are utilized around the world and optimize costs for licensing and legacy systems. Drill down by individual user, location, operating unit, system, responsibility, or module.



More Information

For more information, visit ennvee.com/trendz

About ennVee

ennVee is a global professional services firm that provides Oracle application management, business, and technology consulting services. Through automation-based application delivery, we help businesses accelerate project completion, reduce disruption, get it right the first time, and lower the cost to deliver tomorrow's solutions today.

Standard Dashboards

DB: Stats to simplify the workload by holistically tracking and trending concurrent requests, wait events on each rack/node, forms connections, daily user activity, tuning effectiveness, sessions, throttling issues, etc.

OS: Stats to predict hardware failures, when to increase capacity, monitor connection health, disk space, mount point, NFS, and VM performance.

Historic: Trends to determine when and what to scale, measure purge/tuning effectiveness, troubleshoot log volume issues, and track user activity.

Logs: Save DBAs and Administrators time by automatically parsing through each log for errors and highlighting the exact log on a dashboard.

Month-End: Insights and reporting on performance, growth, and deviation of critical activities and processes during month-end, period-close, and year-end close. Better understand the business impact, plan for capacity, and tune poor-performing programs.

Example KPIs

New Users Logged In, Concurrent Requests, IO, Forms, BI Publisher Reports, Wait Events, DB Process, DB Profile, etc.

Close Waits, Disk Space, CPU, Memory, TCP Sockets, Load Average, Applcsf Overhead, IO Reads/Writes, etc.

Concurrent Requests, CPU Utilization, DB Segment Growth, User Activity, Archive Log Generation, etc.

Apache, OAM, WebLogic, HTTP, etc.

Business Close, Month-End, Concurrent Requests, Timing for Key Reports, Pending Work Orders, Monthly Shipment Processes, Invoice Gen, Lock Box, Enhancements, Alerts, Order Cycles, Workflow Activities, etc.

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