ennVee | Delivering Tomorrow's Solutions Today

Microsoft Partner Gold

ORACLE Gold Partner

Managed DBA Support Services

Proactive Support for Oracle Applications Databases

ennVee's managed DBA support services help organizations monitor, manage, and support their complex database operations more proactively and cost-effectively. 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 complex database operations using custom-built monitoring tools to accelerates RCA and response time. Our monitoring approach is adapted to each client's framework and we proactively identify issues before they impact the user.

Routine Maintenance Automation
Automate repetitive tasks and tickets and execute proactive upgrades to ensure 24x7 availability for system maintenance. Our built-in framework covers housekeeping tasks, and regular capacity and growth recommendations to reduce turnaround time for planned activities.

Proactive Tuning
Weekly AWR reviews and feedback. Tracking month-end critical programs, monthly performance reports, SQL tuning recommendations and improvements using Profile, Baselines, stats, and indexes.

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.

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

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.

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.

How We Support

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

What We Support

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

MONITORING AND MANAGEMENT

- Proactive Performance Monitoring
- 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
- Capacity Planning and Demand Forecasting

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

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

SECURITY MANAGEMENT

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

Oracle Database Upgrades and Migrations

End-to-end Oracle Database Upgrade and Migration Support Services

Oracle Database Upgrades and Migrations can be a complex and daunting task. At ennVee, we have taken it up to a proven and tested methodology support service that is broken down into three key phases; Assessment, Planning, and Execution. Each phase is detailed with specific tasks and deliverables that are produced, completed, and customized to meet each client's specific needs. ennVee also offers support throughout the entire project, from initiation to close out, with end-to-end governance by our seasoned Oracle Managers.

Our Process

Assessment

1. Identify the current state and taking inventory of the current Oracle Database environment.
2. Capture necessary information: current version, edition, architecture, etc.
   - Detail any advanced technologies in use like Oracle Grid and Oracle Real Application Clusters (RAC), Automatic Storage Management, ASM, etc.
   - Identify platform, hardware, virtualization, operating system, storage, etc.
   - Identify the current Backup process and tools utilized, Disaster Recovery, DR, and solution, if one exists.
   - Review options and additional features that are enabled and in use, and all dependent systems on the current Oracle Database.
   - Identify whether the latest, quarterly Oracle Security patches are applied.
3. Discuss project expectations with the client
   - Upgrade and migration effort
   - Project timeframe
   - Foreseen road blocks
   - All related parties that will be affected by the project.
   - Pain points with the current Oracle Database, on-going issues, etc.

The **Assessment** concludes with a detailed deliverable based on the information gathered about the client's environment.

Planning

1. The future state is identified.
2. Certification and support is confirmed from Oracle Support and other product vendors that are dependent on the database upgrade.
3. The upgrade path is identified and customized based on specific criteria to ensures that it is certified and supported by Oracle Support. This also includes applying the latest available, Oracle released Security patches. Specific criteria includes:
   - Client-specific requirements.
   - Platform migration or upgrade, Operating System, and environment architecture.
4. The project plan is formed through joint collaboration between ennVee and the client.
   - Include multiple iterations, client testing, and adhere to any client-specific requirements.
   - Frame each identified iteration with making available to be the latest Production data, and also a production-like environment iteration.

Execution

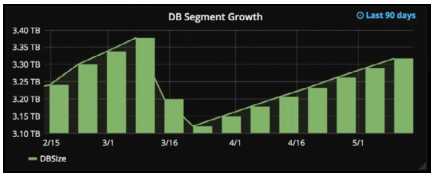
- Execution is documented for each iteration.
- Technical documentation is built using the project plan deliverable from the Planning phase, and the initial iteration starts with the lower level, non-production environment.
  - This includes all steps pre, during, and post, including any client-specific post steps, and collaborating with the client to address and resolve any issues identified during testing.
- UAT should be performed on a Production-like environment with the same production architecture configuration. This will give the best estimate to compare and plan for the production upgrade.
- The production upgrade plan is detailed down to the minute and builds in tasks for backup points, status calls, and decisions, as well as applicable, production-only tasks such as configuration of backups, monitoring, etc.
- The production upgrade plan is reviewed at multiple levels and cleared for execution, including a review of the technical document.
- Execution of the production upgrade is tracked as occurring with regular updates and communication.
- The upgraded Oracle database is declared successful after validation and acceptance.
- Post-upgrade support is provided to facilitate a smooth cutover to the upgraded Oracle database.
- Post-go-live tasks are also completed, including shutdown and retirement of obsolete database and systems.
- A final project review is conducted to close out the successful Oracle database upgrade.

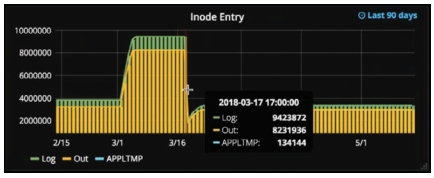
What Sets Us Apart

- **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, automation tools for instance monitoring, cloning, and health checks, to 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 Holistic Performance Monitoring

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.





Standard Dashboards	Example KPIs
DB • Stats to simplify the workload • Holistically track and trend KPIs and activities like tuning effectiveness and throttling issues	*New Users Logged In, Concurrent Requests, IO, Forms, Forms Connections, Daily User Activity, Sessions, BI Publisher Reports, Wait Events, DB Process, DB Profile.*
OS • Predict hardware failures • Know when to increase capacity	*Close Waits, Disk Space, CPU, Memory, TCP Sockets, Load Average, Applcsf Overhead, IO Reads/Writes, NFS, VM, Disk Space, Mount Point, Connection Health.*
Historic • Trend and determine what and when to scale • Measure purge and tuning effectiveness • Troubleshoot log volume issues	*Concurrent Requests, CPU Utilization, DB Segment Growth, User Activity, Archive Log Generation.*
Logs • Automatically parse through each log and display the specific error on a dashboard	*Apache, OAM, WebLogic, Alert, HTTP.*
Month-End Reports • Track the performance, growth, and deviation of critical activities and processes • Discern the business impact, plan for capacity, and tune poor-performing programs	*Month-End, Period, Year-End, and Business Close, Concurrent Requests, Timing for Key Reports, Pending Work Orders, Monthly Shipment Processes, Invoice Gen, Lock Box, Enhancements, Alerts, Order Cycles, Workflow Activities.*

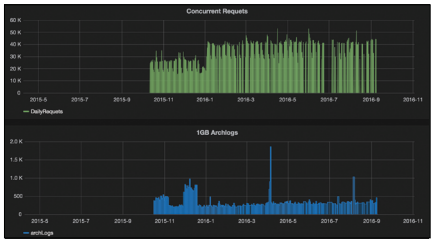
STANDARD MONITORING

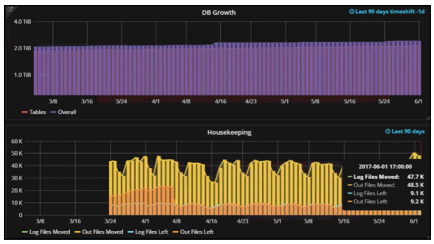
- Oracle E-Business Suite (ERP)
- Oracle Database
- Oracle Business Intelligence (OBIEE)
- Oracle SOA
- Identity & Access Management (OAM/OID/SSO)

CUSTOM MONITORING

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

+ Any system or application you'd like





TrendZ 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. Historically track the remediation lifecycle, and monitor active sessions in the live database for faster RCA isolation.

Smart Alerts
De-clutter bulky email chains with non-noisy alerts that automatically trigger when user-specified criteria is met. Send alerts through email, text message/SMS, 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.

Highlights

- Business-focused performance monitoring for Applications, Databases, Middleware, and 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 Applications users
- Thresholds for internal core activities/ processes
- Drill down by component, functionality, or module (approval/ workflow)
- Auto-actionable execution process

Learn more or schedule a live demo at:
ennvee.com/trendz

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