

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 accelerate 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.

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

Client-specific DB cloning based on your 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.

Strategy & Assessment

License optimization, database and Oracle EBS R12.2 upgrade assessment, health checks, GDPR compliance checks, and design, architecture, scalability strategy, and improvements.

What Sets Us Apart



Predictable Cost Models & Arbitrage

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



No "Bait & Switch"

Each client works directly with named resources, and an account manager and executive sponsorship is dedicated to each client.



Automated & Tool-based

We apply custom-built, automation tools for instance monitoring, cloning, and health checks, to reduce manual effort and provide more proactive support.

TrendZ

70% of routine maintenance & troubleshooting with 50% less effort

ennVee's proprietary TrendZ tool provides management-level insights and trending of system health indicators for your enterprise applications, database, middleware, and infrastructure portfolio. All business-critical KPIs are trended historically on a centralized dashboard to help you proactively predict, resolve, and minimize performance-related issues before they impact your business.

Highlights

- DBA-level insights delivered via management-level analytics and dashboarding
- Automate 70% of routine maintenance and issue troubleshooting tasks
- Measure the business impact of critical program performance, growth, deviation, capacity planning, etc.
- Thresholds and common KPI for core activities/ processes
- Drill down by user, operating unit, location, component, functionality, or module to capture adoption, user experience, and optimize licensing
- Smart alerts integrate with your existing incident management tools, ticketing system, email, and more.

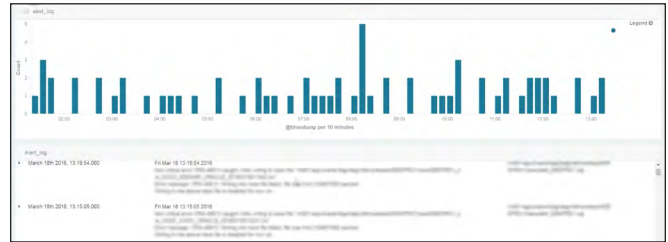
Systems Monitored

- Oracle E-Business Suite*
- Oracle Database*
- Oracle Business Intelligence (OBIEE)*
- Oracle Identity & Access Management (OAM/OID/SSO)*
- Oracle SOA*
- Microsoft SQL Server
- Oracle Infrastructure Cloud (IAAS)
- Oracle Exadata
- Hyperion / Essbase
- Siebel CRM
- Oracle Demantra (ASCP)
- Oracle Agile (PLM)
- Oracle Value Chain Planning (VCP)
- Oracle Transportation Management (OTM)

* Denotes standard systems monitored out-of-box.



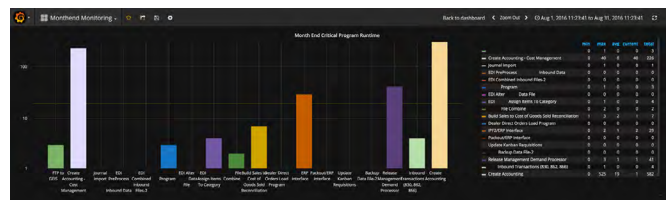
View historic data from any period of time



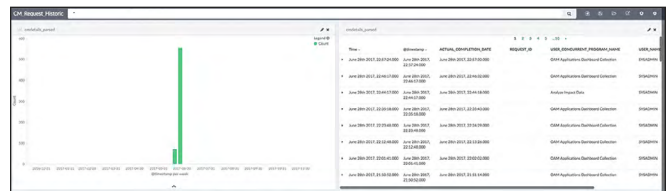
Automated log parser for alert, Apache, HTTP, WebLogic, and more

PLAN_TABLE_NAME	REQUEST_OWNER	REQUEST_NAME	OPERATION
331183179	NULL	NULL	UPDATE STATEMENT
331183179	NULL	NULL	UPDATE
331183179	NULL	NULL	NESTED LOOPS
331183179	NULL	NULL	NESTED LOOPS
331183179	NULL	NULL	SORT
331183179	DB	NULL	TABLE ACCESS

Live SQL tuning pack with full detection



Holistic reporting for month-end, period close, year-end, and more



Concurrency monitoring

ennVee® | Delivering Tomorrow's Solutions Today

900 East Diehl Road
Suite 160, Naperville, IL 60563 USA
www.ennvee.com

Ph +1 888 848 6059
Fx +1 630 413 4915

Microsoft Partner
Gold

ORACLE Gold Partner

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.

Copyright © ennVee TechnoGroup Inc. All rights reserved.