

Managed DBA Support Services

OUR OFFERING

- Monitoring & Troubleshooting
- Performance Tuning
 - SQL, Database, & Instance Tuning
 - Advanced Database & Query Tuning
- CPU & Memory Utilization Optimization
- Capacity Planning & Demand Forecasting
- Upgrades & Migrations (Database, Platform, Hardware)
- Patching & Bug Fixes
- Database Design, Architecture, & Roadmapping
- Refresh, Cloning, & Cleansing
- Installation, Configuration & Validation
- Space & Growth Management
- Security, Compliance, & Licensing
- E-Business (EBS) / OTM Services
- Scalability Strategy & Improvements
- Backup, Failover, & Disaster Recovery
- RAC & Grid Deployments
- Clustering & Replication
- Oracle Exadata Configuration, & Support
- Routine Maintenance Automation

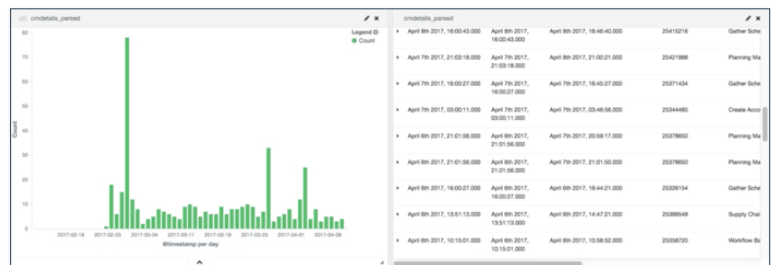
WHY ENNVEE?

- 25+ years of experience supporting enterprise customers' and diverse environments (Core Oracle, Oracle Applications, MS SQL Server)
- Automation-focused
- Expertise and depth of knowledge through a remote delivery model
- Rich experience blending co-located teams leading to faster achievement of project objectives while minimizing customer risk
- Solid working knowledge and relationship with Oracle development staff within and outside of Oracle
- Comprehensive support from Level 1 to Level 4, and provided around-the-clock or in blocks of hours.

Companies are growing leaner as they expand global operations or by merger and/or acquisition. Often as a result, internal employees, who traditionally administer and maintain the infrastructure environment, are often engaged in multiple simultaneous projects. ennVee's remote DBA support offering enables companies to proactively manage and monitor their complex database environment and significantly reduce cost, while improving database quality and performance.

TrendZ Performance Monitoring

Our proprietary TrendZ tool provides a holistic representation and proactive monitoring of all enterprise applications, databases, and middleware. TrendZ simplifies performance monitoring by consolidating all monitoring workflows into dashboards that help executives understand trends and how systems impact the business. ennVee utilizes TrendZ to support each customer's database environment and reduce the amount of time required to identify, troubleshoot, and triage system performance issues.



High Availability & RAC

We help you design, plan, and install a highly available Oracle system. Using Oracle RAC, we create a centralized, consolidated data environment that enables you to utilize your Oracle investment more effectively. Increased streamlining and availability via RAC drives ROI and reduces TCO, maintenance fees, and cost savings in hardware.

TECHNOLOGIES

- Oracle Applications DBA Technologies
- Oracle Database 10g, 11g, 12c
- OID for SSO
- MS SQL
- Unix, AIX
- Oracle Exadata Engineered Systems

ENVIRONMENTS

- Single Node
- Multi Node
- RAC/ASM
- Data Guard
- Oracle SOA
- OBIEE/Essbase
- Oracle Access Manager/Identity Management Suite (OAM/IDM)

VALUE ADDITIONS

- TrendZ Performance Monitoring [🔗](#)
- Data Masking & Auditing Tool on Oracle E-Business Suite [🔗](#)
- Cloning Automation Tool

Support Models

Dedicated

- Monitoring in all environments (Production included)
- Full coverage for all DBA activities
- Benefits companies with highly-active environments or those with significant support needs for both applications and databases

Flex

- Monitoring for supported environments
- Bucket of support hours available monthly, quarterly, or annually

"We're Here"

- Provides a "go-to" DBA team when needed

Primary

- Set number of hours of support per month

Capacity Planning & Demand Forecasting

- On-site and remote capacity assistance from basic sizing and capacity preparation, to advanced, in-depth systems planning.

Performance Tuning Experts

- 30 years' of Oracle-specific tuning experience
- Capability to reduce response times to a fraction of their pre-tuned states.
- Option to tune an entire system or focus on one slow-running aspect.

Database Health Checks

- Packaged health assessment engineered to help companies maximize mission-critical systems
- Assessments ranging from system-wide, and one-day consultations for existing set-ups, to a detailed management summary of recommendations.

Monitoring

- We build holistic monitoring to capture symptoms
- Adapted to client-specific monitoring frameworks
- Work that leads to transparency and better collaboration

Maintenance

- 24x7 availability for system maintenance
- Automation of repetitive activities
- Self-service to reduce turnaround time
- Proactive upgrades
- Improved turnaround for planned activities
- Built-in framework to cover housekeeping tasks
- Regular capacity and growth recommendations

Database Tuning

- AWR review and feedback
- Month-end critical program tracking and reporting
- Performance reports and trend discussion
- Tuning recommendations
- SQL tuning

Patching

- Patch Analysis: application procedures and risk assessment
- Proactive security updates
- Patch application and testing
- Backup and Recovery for patch rollbacks

Concurrent Manager

- Proactive monitoring, reporting, and recommendations for scheduling and other metrics to improve system utilization

Cloning & Refreshes

- Automation of cloning after understanding each customer's infrastructure
- Customer-specific database cloning performance

Space Management

- Holistic view of system utilization
- Growth analysis
- Archive and purging recommendations

Application Maintenance

- Proactive housekeeping
- 24x7 availability for scheduled activities
- Automation of repetitive tasks and tickets

Database Backup Management

- Automated backup with live reporting
- Backup time tracking
- Proactive reporting

For more information, visit: www.ennvee.com

ennVee TechnoGroup, Inc

900 East Diehl Rd. Suite 160 Naperville, IL 60563 +1.888.848.6059 / connect@ennvee.com / www.ennvee.com

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

Copyright © ennVee TechnoGroup Inc. All rights reserved. All product names, logos, and brands are property of their respective owners.

