

DATA SHEET

Oracle Application Managed Services

E-Business Suite, ERP Cloud, NetSuite, PeopleSoft

PROACTIVE PERFORMANCE MONITORING FOR THE ENTERPRISE

Since 2003, ennVee has helped customers proactively monitor, manage, and support their enterprise applications. Our cost-effective support services allows customers to achieve performance goals while simultaneously driving long-term growth. We leverage automation to mitigate the risk of human error, reduce downtime, and accelerate issue response and resolution time.

TrendZ Application, Middleware, & Infrastructure Monitoring Command Center

TrendZ helps customers proactively monitor all enterprise applications, critical business activities, and processes to ensure consistent performance, end user experience, and high availability. TrendZ is comprised of executive-level dashboards packed with DBA-level insights, as well as monitoring and diagnostic tools for monitoring the health and performance of all systems.

Users can easily track the entire applications portfolio, business activities and processes, KPIs, alerts, and more. TrendZ consolidates all monitoring workflows into a single dashboard to expedite the RCA process and provide customers a holistic representation of how well their systems are performing across any period of time. TrendZ helps customers move from reactive to proactive in managing, maintaining, and supporting the enterprise.

Key Features

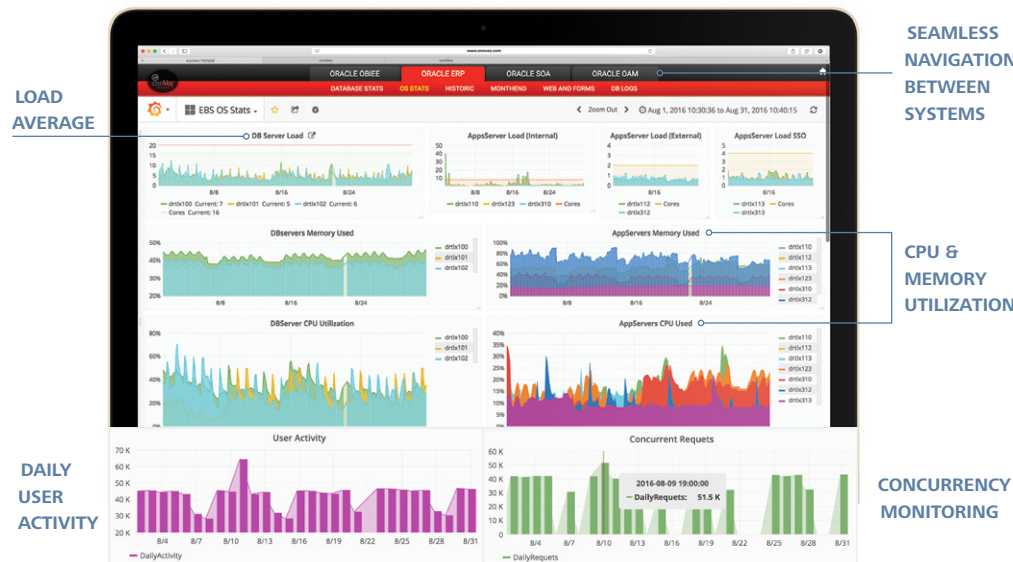
- Proactive 7x24 performance monitoring, 100% time-based
- Holistic representation of system health and performance
- Smart alerts by email, text/SMS message, service desk, etc.
- Simplified Tuning Pack
- Built-in log parser (HTTP, Apache, Alert, OAM)
- Generate Month End reports
- Monitor Monthly and Shipment Processes, Invoice Gen, Lockbox, and more
- Drill down by component, functionality, operating unit, module (approval/workflow), and more

APPLICATION MANAGEMENT

- Production and Development Support
- Proactive Maintenance
- Migrations (Hardware & Platform)
- Application Performance Monitoring
- Customizations
- Minor & Major Enhancements
- Test Automation
- Oracle EBS integration with CPQ, HCM, Workday, Salesforce, ServiceMax, etc.
- Change Management
- Patching and Performance Management
- Oracle SR, Release, SLA, & Risk Management

REMOTE DBA SUPPORT

- Monitoring & Troubleshooting
- CPU & Memory Utilization Optimization
- Upgrades & Migrations
- Patching & Bug Fixes
- Refresh, Cloning, & Cleansing
- Installation, Configuration & Validation
- SQL, Database, & Instance Tuning
- Advanced Database & Query Tuning
- Space & Growth Management
- Security, Compliance, & Licensing
- Scalability Strategy/Improvements
- Backup, Failover, & Disaster Recovery
- RAC & Grid Deployments
- Clustering & Replication
- Oracle Exadata Configuration, & Support
- Capacity Planning & Demand Forecasting
- DB Design, Architecture, & Roadmapping



SAMPLE SYSTEMS MONITORED

- Oracle E-Business Suite
- Oracle Transportation Management
- Oracle SOA
- OBIEE, Hyperion Essbase
- Demantra ASCP
- MS SQL Server
- Oracle Access Manager (OAM)
- Agile PLM

Proactive Oracle Application Management & Support

We provide four levels of responsive and proactive support to the complete Oracle E-Business Suite, Oracle ERP Cloud, PeopleSoft, and NetSuite. Coverage hours for support are customized based on each customer's specific needs, and can range from around-the-clock (24x7/365), to a fixed number of hours per month or as-needed basis. ennVee support can be either be provided on-site, from our off-shore development centers in India, or through a hybrid of on-site and off-shore support resources.

ORACLE® E-BUSINESS SUITE

Oracle E-Business Suite

Supported Versions

- 11i, R12, R12.2.x

Supported Areas

- Financials
- Customer Relationship Management
- Human Resources
- Service Management
- Project Portfolio Management
- Advanced Procurement
- Supply Chain Management
- Value Chain Planning & Execution

ORACLE® PEOPLESOFT

PeopleSoft

Our AMS services help customers optimize application performance and extend the longevity of their PeopleSoft applications.

Supported Areas

- Human Capital Management
- Financial Management
- PeopleTools

ORACLE® FUSION APPLICATIONS

Oracle ERP Cloud

ennVee has worked extensively with Oracle Fusion Applications since its initial release in 2010. We also provide Fusion Strategy Assessments and Roadmaps, custom development, enhancements, maintenance, and implementation services.

Supported Areas

- Financial Management
- Governance, Risk, and Compliance
- Human Capital Management
- Project Portfolio Management
- Procurement
- Customer Relationship Management
- Supply Chain Management

ORACLE® + NETSUITE

NetSuite

ennVee's NetSuite application support team is comprised of NetSuite Certified professionals with a minimum of 10 years' of experience supporting enterprise applications.

Supported Areas

- Procurement
- Order Management
- Supply Chain Management
- Customer Relationship Management
- Financial Management

Oracle E-Business Suite Value Additions

DATA MASKING & AUDITING

- All tables are identified
- We have logic to mask the data
- Select the masking logic and data representation
- Schedule as concurrent programs on Development after clone
- Data is always masked and on schedule
- Instance is always available while masking (sensitive data is blocked for direct access)

CLONING AUTOMATION

- Supports Oracle EBS 11i, R12, R12.2.x
- DB cloning (duplication) and application cloning automation
- Takes a backup of database and archivelog, so you can duplicate and/or recover the DB if required
- Schedule to run and the rest is covered
- Script can be scheduled through CRON
- Simple and easy-to-edit config file
- Send notifications, alerts, and progress reports
- Easy to debug
- Supported Configurations - RAC-RAC, Single Node, Multi Node

To learn more about ennVee TrendZ Managed Services, visit: www.ennVee.com

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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.

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