

TrendZ Oracle Application & DBA Managed Services

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

SYSTEM COVERAGE SNAP SHOT

- Oracle ERP (E-Business Suite)
- OBIEE / Essbase
- Oracle Access Manager (OAM)
- Oracle Transportation Management
- Oracle Demantra / ASCP / VCP
- Oracle Agile PLM
- Oracle SOA
- Microsoft SQL Server
- Siebel

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.

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.



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

MANAGED DBA SERVICES

- 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

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

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

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

- 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
- Supports RAC-RAC, Single Node, and Multi Node configurations
- Supports Oracle EBS 11i, R12, R12.2.x

Oracle PeopleSoft

- Human Capital Management
- Financial Management
- PeopleTools

Oracle Fusion Applications

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

Oracle NetSuite

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

For more information, visit: ennvee.com/application-support

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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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