



About Client	Industry	Location	Engagement Details
Client is a one-stop shop manufacturer of quality metal roll forming, fabrication, extrusion and finishing (for customers in wide range of industries)	Manufacturing	Canada	Service Type: Application managed services Engagement Model: Offsite / offshore Resources Deployed: 5

Business Need

- Provide Oracle application managed services

Solution

- 24x7x365 system monitoring
- Database tuning
- Configured heterogeneous connection to SQL server and Oracle
- Implemented backup strategy
- High availability of the application for business continuity by proving daily hot backups using CES in house developed scripts
- Providing security to the business data monitoring performance of database and applications during day to day business activities and resolving issues they face
- Monitor / maintain database and application servers (Apache, form, report and concurrent managers)
- Patch application for additional functionality, bug fixing and enhancements
- Configuring servers – Workflow, mobile servers and Discoverer
- Cloning the production servers for test purposes
- Monitoring and troubleshooting the Concurrent requests submitted by the users
- Supporting the functional and development teams by resolving the issues they face during day to day business
- Implemented RMAN backup strategy
- Establish heterogeneous connections between Oracle and SQL server databases
- Co-ordinate and implement Oracle provided fixes and resolution
- Offshore remote DBA support

Benefits

- Maximized availability and decreased maintenance cost
- Increase systems performance and disk capacity due to frequent table reorganizations
- Optimum systems performance using advanced tuning techniques