



| About Client | Industry | Location | Engagement Details |
|---|---------------|------------|--|
| Client is a leading manufacturing company | Manufacturing | California | Service Type: Enterprise and remote database administration Engagement Model: Onsite / offshore Resources Deployed: 5+ |

Business Need

- Provide EBS upgrade and remote DBA support

Solution

- Upgradation from 11.5.7 to 11.5.10
- Production environment migration from AIX 5.2 to AIX 5.3
- Onsite / offshore remote DBA support
 - Monitoring / maintaining database and application servers (Apache, form, report and concurrent managers)
 - Patch application for additional functionality, bug fixing and enhancements
 - Upgradation of existing databases and applications
 - Configuring servers – Workflow, mobile servers
 - Configuring and maintaining the report applications like Discoverer
 - Cloning the production servers for test purposes and new module enhancements
 - Monitoring and troubleshooting the concurrent requests submitted by the users
- Onsite / offshore application support service
 - Support problem, failures incidents
 - Co-ordinate and implement Oracle provided fixes and resolution
 - Support user queries on Oracle E-Business suites
 - Bug fixing

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