

Managed Oracle Apps DBA Support

Proactive, Automated, Tool-based, Predictable

ennVee's managed DBA support services help simplify the management of your complex database and infrastructure operations, become more proactive, accelerate issue response time, and absolve downtime. Using our proprietary TrendZ performance monitoring tool, we can support your environment with half the people at up to half the cost, so you can focus on the business of your business.

DBA Support Services

Proactive Performance Monitoring

We support complex database operations and accelerate RCA and response time using our custom-built TrendZ tool. Our monitoring approach adapts to your framework and we proactively identify issues before they impact the business.

Maintenance Automation

- Automate repetitive tasks and tickets and execute proactive upgrades to ensure 24x7 availability for system maintenance.
- Self-service to reduce turnaround time for planned activities
- Built-in framework for housekeeping and regular capacity and growth recommendations.

Database Upgrades

Three phases (Assessment, Planning, and Execution) with specific tasks and deliverables, and support from initiation to close out with end-to-end governance by our seasoned team.

Proactive Tuning

Tracking month-end critical programs, monthly performance reports, SQL tuning recommendations and improvements.

Space Management

Holistic view of system utilization, growth analysis, live reporting, archive and purge recommendations.

Database Security Management

- Governance & Security Audits
- Fault Tolerance & Security Management

Automated DB Backup Management

Live reporting for successes and failures.

Automated Cloning & Refreshes

DB cloning based on your existing technology and infrastructure landscape.

Patching, Testing, Backup & Recovery

Patch analysis, application procedures, risk assessments, proactive security updates, patch application and testing, and backup and recovery for patch rollbacks.

Concurrent Manager

We make recommendations for scheduling and other metrics to improve system utilization, and use a custom reporting system that highlights all running programs.

Strategy & Assessment

- Design, Architecture, Roadmapping
- Scalability Strategy, Improvements
- License Optimization
- Database Upgrade Assessment
- Health Checks
- GDPR Compliance Checks

Support Models



On-site + Near-shore



Off-shore



On-site - Off-shore

Block of Hours / Month

Dedicated 24x7x365

On-Call

TrendZ Proactive Performance Monitoring

70% of maintenance & troubleshooting, 50% less effort

TrendZ is a proprietary monitoring tool that provides DBA-level insights via executive-level dashboards and trending of health indicators for your enterprise systems portfolio.

Through automation, TrendZ helps streamline time-intensive maintenance and troubleshooting, reduce issue response time, and meet internal business SLAs without skipping a beat.



Key Features

Management-Level Visibility

Executive analytics and dashboarding for environment health, KPIs, and core business processes.

Live Tuning with Full Detection

Track the remediation lifecycle and monitor active sessions in the database.

Concurrency Monitoring

Track running, completed, and failed requests in each queue.

User Experience & Utilization

Drill down by user, location, business unit, responsibility, or module.

Historic Data Views

Drill down to any point in time by component, functionality, or module.

Automated "Smart" Alerts

Detect unusual changes and alert via email, text/SMS, or service desk.

Automated Log Parser

Points you directly to the error.

Holistic Reporting

Performance, growth, and deviation of critical programs and custom KPIs.

Fully Customizable

Can be installed on premise or Cloud.

Monitor any App, DB, Middleware, and Infrastructure

Standard Systems Monitored

Oracle E-Business Suite (ERP) ✓

SOA ✓

OBIEE ✓

Oracle Identity & Access Management ✓

Oracle Database ✓

Other Systems Monitored (Custom)

Demantra & VCP ✖

OTM ✖

Agile ✖

Siebel ✖

Hyperion | Essbase ✖

SQL Server | MySQL ✖

Exadata ✖

Oracle IaaS ✖

Standard Dashboards

Database Stats ✓

OS Stats ✓

Concurrent Requests ✓

Month-End Reporting ✓

Historic Data ✓

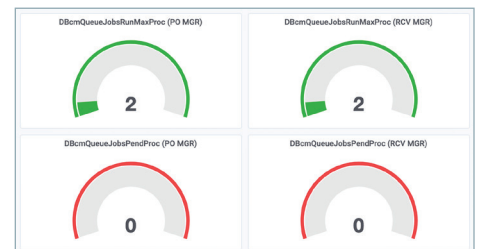
Web & Forms Health ✓

Workflow Stats ✓

DB Logs ✓

KPIs ✓

Dashboard Monitor ✓



Concurrency Dashboard