

Database Services Description

Database Monitoring Tools

Install and Configure Oracle Grid Control
Customize the Dash Board as per business Requirements

Database Backup and Recovery Procedures

Configure online/offline/Export Database Backup
Configure Tape Library Backup
Create Recovery Procedure for all databases
Monitor all Backup scripts and tools
Review Backup procedure for Dev & Test servers

24 x 7 x 365 Database Monitoring

Event Notification and Escalation
Database [Prod/Test/Dev] availability
Database errors monitoring
Database/Operating system Space Monitoring
Reorganize Database space to remove fragmentation
Monitoring Key process
Monitoring Database Connections
Monitoring Listeners
Monitoring system CPU resource utilization by Database
Database Locks Monitoring and resolving any locks
Database Load monitoring

24 x 7 x 365 Operating System Monitoring

Space Monitoring
CPU Monitoring
Memory Monitoring
System Resource utilization monitoring

24 x 7 x 365 Critical Production Services

Restore Database system to Normal state
Identify and review Database problems
Recover Database due to Hardware/User errors

Performance Tuning

Identify/review the Database tuning problem with client
Provide suggestion for optimizing system Performance
Index tuning
Identify and resolve IO issues on the Database servers
Database Integrity Checks
Problem trend analysis for continuous improvement

Our Services

We provide on-site / remote database support services designed to address the database administration, monitoring, management, development, support and consulting need of its client

Yours Benefits

**Increased Performance
Decreased Maintenance Cost
Improved Productivity
Maximized Availability
Expert advice when you need it**

Our Expertise

Data Softech will monitors critical Oracle, Sql Server, Sybase, MySQL, DB2 Database operational functions and Statistics. Our staff DBA's will respond promptly with hands-on support on 24 x 7 basis.

Yours Savings

**Time
Money
Headaches
Trouble-free operation**

Database Services Description (Contd.)

General Database Administration Activities

Create/Maintain Databases on Dev/Test/Production servers
 Create/Maintain Database User Accounts
 Grant and revoke Privileges to database
 Refresh QA/Dev databases as per system requirements
 Install DBMS software fixes
 Create shell/Perl scripts for Database/Application Monitoring
 Apply security Patches to All Database environments
 Migrate Database
 Upgrade Oracle Apps 11i
 Apply Patches to Oracle Applications Environment
 Upgrade Oracle Application Server 9iAS/10gAS
 Deploy Oracle 10g Real Application Cluster to Production
 Deploy Replication
 Implement Disaster Recovery Solution

Oracle Apps (11i) Support

Install, configure and administer Oracle Application 11i
 Cloning using Rapidclone, Autoconfig and adclone utility
 Upgrade Oracle 11i
 Multi Org implementation
 Patching Oracle Apps environment
 Customization updates
 User Access and System Administration
 Printer Configuration
 Design and Implement Backup and Recovery procedures
 Configure JVM and Jserv processes for Load Balancing
 Troubleshoot Concurrent Managers, Apache, Jserv issues
 Optimize Database performance

Database Training

Oracle 10g New Features
 Oracle 10g RAC installation and monitoring
 Oracle 10g Streams
 Oracle 10g Advance Replication
 Oracle 10g Data Guard
 Oracle 10g Backup and Recovery using RMAN
 Oracle 10g Application server Administration I
 Oracle 10g Application server Administration II
 Oracle 10g Performance Tuning
 Oracle 10g Sql Tuning
 Oracle Apps 11i System Administration

Expertise

Operating Systems	Sun-Solaris, Linux, HP-UX, IBM-AIX, Windows 2000/NT Servers
Databases	Oracle, SQL Server, MySql, Sybase, DB2
Applications	Oracle Apps, Siebel
Application Server	Oracle 9iAS/ 10gAS

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