



# Oracle Apps DBA Remote Support Solution and Services

- ✓ Do you need a DBA but only on as needed basis?
- ✓ You need to supplement your DBA staff with remote DBA due to heavy workload or critical projects?
- ✓ Is your DBA going on vacation and you need temporary DBA help?
- ✓ You want to avoid high cost of overhead with a highly skilled and efficient remote DBA team but with a very low cost?

ANR's remote DBA Support Solutions can help reduce your pain by leveraging our experienced DBAs only as and when you need them.

**ANR has strong experience with the following prominent solutions in the market place:**

- ❖ Oracle Database version 7, 8, 8i, 9i, 10g, 11g, 11g R2
- ❖ Oracle Real Application Cluster 10g, 11g, 11g R2
- ❖ Oracle Data Guard and Golden Gate
- ❖ Oracle E-Business Suite 11i and R12
- ❖ RMAN Backup and Recovery
- ❖ Proactive Monitoring and Performance Tuning

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ANR Consulting Group, Inc. is a trusted provider of remote Oracle E-Business Suite (EBS) support services. All remote Oracle support is performed by Oracle E-Business Suite experts with years of Oracle Apps DBA experience. ANR specializes in supporting clients with mission-critical database and EBS system that require high level of performance and reliability. ANR uses combination of custom scripts and available monitoring tools such as Oracle Enterprise Manager to pro-actively monitor client's EBS environments. ANR can provide remote support for E-Business Suite R12 and 11i versions.

## ***Duties and Deliverables:***

### **Oracle Database and Oracle Applications DBA Duties:**

- 24 x 7 database monitoring. Monitoring includes:
  - Oracle backups and/or host-based backup functions
  - Oracle alert logs, application error logs, incident logs
  - Database space utilization and growth
  - Database performance, locks, waits, and events, utilizing and potentially enhancing existing Oracle Enterprise Manager or via custom scripts.
  - Oracle Applications technology stack monitoring, including Apache/Forms stack, JServ utilization and consumption, and concurrent processing tier.
  - Critical concurrent programs or other identified jobs
  - Oracle RDBMS audit trail and/or other security logs
  - Oracle Applications Audit Trail and/or other existing security-related measures currently implemented
  - RDBMS/Applications aspects of the O/S kernel, file-system space utilization, and O/S thresholds.
- Database Maintenance
  - Database and applications cloning/refreshing
  - Oracle E-Business Applications patching and administration
  - Database patching and administration
  - Periodic space management evaluations
  - Performance evaluations as necessary





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## Why choose ANR remote DBA Solution?

- ✓ **Cost Savings:** ANR's remote DBA team can help reduce overhead costs by supplementing internal staff, managing heavy workloads or critical projects requiring specialized skills
- ✓ **Save Time:** Free up time by delegating daily DBA tasks from internal staff so they can focus on new projects
- ✓ **Reliability:** Have DBA experts available to jump-in in case of database emergency or to increase monitoring during peak hours

## NO RETAINER OR ANNUAL CONTRACT REQUIRED:

- ❖ You pay only for the services you receive and only if and when you need it
- ❖ There are no annual contracts
- ❖ There is NO monthly retainer fee to worry about
- ❖ You pay as you go with no specific commitment

- Oracle e-Business DBA Applications Maintenance and Support
  - Engage in the client production support process and handle problem tickets as assigned
  - Assist end-users, developers, and other IT resources in problem determination and remediation, including follow-up and monitoring of Oracle Service Requests
  - Application Patching and Administration
  - Release to Production procedure
  - Oracle Service Requests
- Backup, Recovery, and Disaster Recovery
  - Review current backup and recovery strategy, provide suggestions as appropriate, and document/develop failure or disaster recovery procedures if necessary
  - ANR will work with Client's UNIX/Windows and/or Backup/Storage administrators during database/applications recovery situations.
- Reporting
  - Activity reports summarizing ANR's activities
  - Status reports for open issues
- Application Support
  - Functional Support, troubleshooting issues, providing guidance
  - Technical Support, supporting interfaces, extensions
  - Development, new code, and report development

## Response/Resolution Service Levels

Class	Priority	Response	Resolution
Production/ Test/ Dev	Severity 1	30 min, 24x7 Coverage	<ul style="list-style-type: none"> <li>• 8 hr defect resolution</li> <li>• 72 hr research/CR generation</li> </ul>
	Severity 2	6 hr, 24x7 Coverage	<ul style="list-style-type: none"> <li>• 24 hr defect resolution</li> <li>• 144 hr research/CR generation</li> </ul>
	Severity 3	12 hrs, 24x7 Coverage	<ul style="list-style-type: none"> <li>• 48 hr defect resolution</li> <li>• Best effort research/CR generation</li> </ul>
	Severity 4	24 hrs, 24x7 Coverage	<ul style="list-style-type: none"> <li>• Best effort defect resolution</li> <li>• Best effort research/CR generation</li> </ul>

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