



The Application Management Experts

Oracle Core DBA and EBS Application Administration

Are you overwhelmed with the day-to-day responsibilities of providing and sustaining high application and database availability and performance? Is Management worried about the attrition rates of its overburdened Oracle professional staff?? Does your IT approach have a strategy to scale with the organization and its strategic initiatives?

We provide:

24x7x365 Production and Non-Production Support

TriCore Solutions provides customers 24x7x365 support for production all events. A Database and Functional Application Administrator will provide the Customer with 24x7x365 support. All Employees are required to have immediate access to your systems for monitoring, troubleshooting and change management purposes.

TriCore adheres to a 24x7x 365 escalation and response plan SOP as defined by and with our Customers. Non-critical support requiring any downtime will be scheduled and approved by our Customers.

Monitoring

TriCore proactively monitors all critical services necessary to keep your Oracle environments available and continuously tuned for performance for your end users. TriCore's 24x7x365 Proactive Database and Application Monitoring includes:

- SOOP for all monitored events
- Oracle Database background processes
- Oracle Network Services
- Alert log errors
- Space allocation and management
- Application Transaction Monitoring

Database Maintenance

TriCore performs all required tasks to keep your database up and running for end users and application access including all updates and changes to the database as per an agreed upon change control process. TriCore's database maintenance includes:

- SOP for all monitored events
- Oracle Database background processes
- Oracle Network Services
- Alert log errors
- Space allocation and management
- Startup/shutdown of all databases
- Management of all database initialization and configuration parameters
- Troubleshooting of database issues

Why TriCore Solutions?

- Over 250 Managed Services Customers
- 16 years of experience
- Unique dedicated Team-based approach of Senior DBAs
- Best in class SLAs
- Global Operation staffed with the Senior Technical Employees
- Professional Services Organization to Complement our Application Support Services

Strategic Partnerships





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TriCore simplifies the monitoring and management process.

Patching

Upon client request, TriCore applies Oracle Database patches along with their associated prerequisite patches. This includes point release upgrade patches in addition to “one-off” patches. TriCore maintains a patch history file which is provided to the client upon request. TriCore provides to customers either upon request or quarterly a listing of any missing critical patch updates (CPU)/patch set update (psu) along with a report showing their current patch set version compared to the latest available patchset.

Data Tuning

TriCore continuously performs a tuning assessment of the Customer’s production database and will provide tuning recommendations

Refreshes

TriCore provides refresh Oracle Database instances upon customers’ requests. Clones may include any or all of the various components of an environment. Oracle best-practice methodologies will be used for all refreshes.

Space Management

TriCore manages utilization of storage resources within the database and at the file system level for all managed products.

Code Migration

TriCore manages the migration of SQL/PL-SQL code into the Customers’ environment. TriCore works with the Customer to develop a code migration SOP and TriCore deploys code as defined in the SOP. Customer is responsible for providing detailed installation documents/instructions for code deployment.

Database Schema Management

TriCore works with Customer to define and integrate database schema elements on “as needed” basis including:

- Creation and maintenance of new schema objects (tables, indexes, sequences, etc.)
- Creation and maintenance of database links, user privileges, roles, synonyms, grants, etc.
- Object storage clause definition for space management
- Database object reorganization

Database Backup Management

TriCore works with the Customer to define and implement a database backup strategy that meets the business requirements for recovery.