TriCore solutions

The Application Management Experts

Managed Services for PeopleSoft

TriCore provides comprehensive remote managed service solutions for Oracle PeopleSoft Application Administration. We support our customers with a controlled budget and 24 x 7 x 365 production support.

We deliver proactive maintenance services – logging on to customers' systems daily for a "hands-on" check of your environment, ensuring system integrity and availability. Our reliable monitoring process determines the overall health of your IT environment, helps us to determine strategies to stabilize and optimize hardware and software, and results in a remediation/optimization plan, which can range from project-based consulting to complete maintenance, based on customer needs and budget.

TriCore Managed Services for Oracle PeopleSoft provides management of your database schema, backups, space management and applications maintenance.

Monitoring

TriCore will proactively monitor all critical services necessary to keep the Oracle PeopleSoft environments available for users. This is accomplished through the use of Oracle Enterprise Manager Grid Control (OEM) along with custom scripts tailored to the specific Customer's needs. Customers will have access to the monitoring tools through the OEM portal. TriCore's Monitoring includes:

- SOP for all monitored events
- Monitoring Application Server
- Monitoring Process Scheduler
- Monitoring JVM services
- Monitoring HTTP Server
- Monitoring Network Services
- Monitoring Space Allocation and Usage

Database Maintenance

TriCore will perform all tasks necessary to keep the database up and running for end users/application access and use. TriCore will perform all updates and changes to the database as per an agreed upon change control process. TriCore will create and follow SOPs for all routine tasks. TriCore's database maintenance includes:

- SOP for startup/shutdown of all databases
- SOP for change management of database configuration
- Startup/shutdown of all databases as needed or requested
- Management of all database initialization and configuration parameters
- Troubleshooting of database issues

TriCore Provides:

- Monitoring
- Database Maintenance
- Database Tuning
- Patching
- Cloning & Refreshes
- Code Migration
- Web, Application and Batch Server Management

Strategic Partnerships

Database Tuning

TriCore will perform a tuning assessment of the Customers production database and will provide tuning recommendations. The tuning assessment will include all aspects of:

- Database memory management
- File I/O statistics
- Process wait statistics
- Database initialization and configuration parameters
- Identification of IO/CPU/Memory intensive SQL statements
- Identification and remediation of data file, redo log, control file, lock and latch contention

Patching

TriCore will apply, upon Customer request, any Oracle PeopleSoft patches along with their associated prerequisite patches. This includes point release upgrade patches in addition to "one-off" patches. TriCore will maintain a patch history file which will be provided to the Customer upon request. TriCore will provide to Customer either upon request or quarterly a listing of available patch set updates if applicable (Oracle D/B), critical patch updates (security), bundles, etc. and a report showing current patch set levels in customer's environment. TriCore's Oracle PeopleSoft patching includes:

- SOP for patching protocol
- Point release fixes and patches (PeopleTools, WebLogic, Tuxedo, etc)
- Unlimited pre-requisite patching

Cloning / Refreshes

TriCore will perform full clones (Database, Software) of Oracle PeopleSoft application instances or Database-Only refreshes upon Customer request. Oracle PeopleSoft best-practice methodologies will be used for all clones and refreshes.

Code Migration

TriCore will manage the migration of application code into the Customers environment. TriCore will work with Customer to develop a code migration SOP and TriCore will deploy code as defined in the SOP. Customer is responsible for providing detailed installation documents/instructions for code deployment.

Web, Application and Batch Server Management

TriCore will provide maintenance and tuning for the Oracle PeopleSoft web, application and batch (process scheduler) servers. These services include:

- Startup/shutdown of concurrent manager servers
- Troubleshooting
- Tuning
- Purge operations including table and file system maintenance for the PeopleSoft Process Scheduler