Managed Services for SAP ERP

TriCore provides comprehensive remote managed service solutions for the SAP ERP applications. 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 SAP provides management of your Oracle database schema or Sybase ASE Database and objects, backups, space management and applications maintenance.

Monitoring

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

TriCore Provides:

- Monitoring
- Database Maintenance
- Database Tuning
- Patching
- Cloning & Refreshes
- Code Migration
- Concurrent Manager

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/T-SQL statements or procedures
- Identification and remediation of data file, redo log, transaction log, control file, lock and latch contention

Patching

TriCore will apply, upon Customer request, any SAP 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 any missing critical patch updates (cpu)/patch set update (psu) along with a report showing their current patchset version compared to the latest available patchset.

Cloning/Refreshes

TriCore will provide you with the same industry leading support we leverage for all of our service offerings. By having your Advanced Security solution hosted in one of our state-of-the-art datacenters, you will have access to our 24x7x365 support for all required maintenance and issues including patches and upgrades. We can also handle all administration of your applications environment.

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.