

## PYTHIAN IT FOUNDATION SERVICES ORACLE SERVICES

*Customized consulting, implementation and management services that ensure a reliable, scalable and efficient Oracle environment for your business*

### HIGHLIGHTS

- Choose from planning, implementation and ongoing managed support services
- Flexible engagements: Mix and match the services you need month after month
- 24/7/365 service coverage for always-available, high-performing systems
- Services available around the world through remote geo-distribution
- Cost-effective, high-return alternative to hiring internally
- Two millennia of accumulated and documented experience
- World's leading Oracle team that includes Oracle Certified Masters, Professionals, Experts, and Oracle ACEs and ACE Directors

A subscription to Pythian's Oracle Services gives you access to a dedicated team of certified Oracle experts that will help you plan, implement, manage, automate and maintain your critical Oracle systems. We offer services that help you maximize your investment in Oracle Database, Oracle Applications and everything in between. Our team consists of the world's top Oracle DBAs, including Oracle Certified Masters, Professionals, Experts, and Oracle ACEs and ACE Directors.

Customize your service package by choosing what you need—from initial consulting to system design and architecture, through to ongoing 24/7 incident handling and proactive management. This continuity of service ensures the optimal performance and efficient operation of your Oracle databases, middleware and applications. Anywhere, anytime—in the cloud or on-premise.

We provide you with the Oracle expertise you need to take you from strategic planning through day-to-day operations. Your dedicated Oracle team is complemented by our cloud-certified professionals with extensive experience in Microsoft Azure, Amazon AWS, Google Cloud Platform, and Oracle Cloud.

Oracle Services provides you with as much support as you need. Choose from these service options to customize your subscription:

### CONSULTING SERVICES

- Backup review
- Capacity Planning review
- Configuration review
- Health check review
- Database security audit
- Patch review
- Performance review
- Upgrade and migration planning
- Version recommendations
- Architecture design
- DB and MW architecture review
- DB and MW high availability review
- Oracle infrastructure architecture review
- Engineered systems configuration review

## IMPLEMENTATION SERVICES

- Data model design and development
- Installation, configuration, and upgrade
- Database partitioning
- RAC, high availability design and implementation
- DR and failover testing
- DB and MW upgrades
- DB and MW migrations
- Cloud migration services

## MANAGEMENT SERVICES

- Remote DBA services
- On premise DBA services
- 24X7 monitoring, problem resolution, root cause analysis and corrective actions
- Proactive health checks
- Patch selection and installation
- Security configuration and best practice recommendations
- Performance tuning
- Database monitoring
- Troubleshooting and problem resolution
- ODI and OBIEE job monitoring
- Resolution of data load performance issues
- Configuration and testing following database changes
- Troubleshooting of job failures
- Minor modifications to existing workflows
- Oracle EBS monitoring—workflow engine, concurrent manager and reports
- Update with patches
- Security patching and configuration
- Performance tuning of database and application server
- EBS database monitoring and troubleshooting
- EBS tool support—WebLogic and OC4J application server

## SUPPORTING YOU IN THE CLOUD

Whether you need to move to the cloud to optimize costs, or to accelerate the velocity and agility of your software solutions, Pythian is your trusted service partner. We have strong partnerships with the top cloud vendors, and offer some of the industry's leading cloud expertise. So when you choose to host your database in the cloud, your dedicated Pythian team will include cloud experts who will provide valuable advice and consulting in:

- Cloud solution development
- Cloud platform selection: IaaS vs DBaaS - Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), Oracle Cloud
- Detailed design and build
- Data migration to the cloud
- Data access and security configuration
- Cloud platform testing and validation
- Resource optimization for cost savings
- Cloud solutions operational support

We do this all while maximizing your cloud investment to ensure cost efficiency, scalability and high availability.

## WHY PYTHIAN IT FOUNDATION SERVICES

Pythian IT Foundation Services ensure your data infrastructure foundation is solid, scalable and efficient, setting the stage for successful data enablement for your organization.

### DEEPEST BENCH

You get a dedicated experienced Pythian team - backed by hundreds of additional Pythian experts who can collaborate on particular issues or provide additional expertise as needed. Our ability to hit the ground running means we can start solving your Oracle issues faster, or quickly take on the management of your Oracle environment through to analytics and APIs.

### FLEXIBLE CONTRACTS FOR BETTER VALUE

Customize your subscription to get the right services and the right skills at the right time for you. Your Pythian team is equipped with the best tools and technologies to deliver the best outcomes faster—which means a better return on your investment. Increase, reduce, or cancel your Pythian subscription with only 30 days' notice and experience the Pythian difference risk-free.

### RESPONSIVE, RELIABLE TEAMS

Your Pythian team works seamlessly with your organization to become your remote colleagues. We can help you fill the gaps in your in-house team or become your entire Oracle team, taking on the management of your system, 24x7x365. We use the FIT-ACER™ human reliability checklist as a method of ensuring the highest standard of quality, repeatability and reliability.

### TECHNOLOGY ENABLED

We have captured and documented processes and knowledge from two millennia of successful engagements—if you have a challenge, we've probably seen it, solved it, and documented it. This amassed knowledge is always accessible to your Pythian team, and enables them to securely and efficiently deliver the best outcomes, faster.

### SECURITY FOCUSED

Pythian's security framework includes the policies, methods, and tools to ensure your systems and data are always protected. At the core of this framework is Adminiscope™, our unique privileged access management solution that enables your Pythian team to bypass the Internet and its associated risks whenever they work remotely on your business-critical systems. We ensure a high level of security in our people through comprehensive employee background checks, rigorous employee security policies, and mandatory training on HIPAA/HITECH, PCI DSS and the Privacy Act.

### BEYOND CUSTOMER CENTRIC

Our work goes beyond just delivering a positive customer experience. Because we work so closely with our clients, we are able to see things through the customer lens and take a proactive approach to resolving anomalies and issues before they become problems.

## SAMPLE PROJECTS

- Implemented Oracle Data Guard backup and recovery strategies and methods using the native RMAN tool to ensure business continuity and protection of critical data, saving \$10 million dollars by retiring a vendor tool.
- Provided database patches/upgrades with zero downtime using GoldenGate for a money movement service while providing a real-time reporting database and application entry points with no impact to online users.
- Implemented an Oracle disaster recovery solution for the core production system of a leading western European bank.
- Performed a business-continuity plan switchover of a production database to a new colocation for an advertising application development company, which involved installing Oracle software and setting up a physical standby database. The old colocation facility was decommissioned after the new disaster-recovery site came into operation.
- Performed a massive database upgrade and migration quickly with minimal downtime for a large manufacturing organization, saving them more than \$1 million in annual maintenance costs, beating their downtime window by 4 hours, improving business process speeds by 4x, and increasing capacity by 60 percent.
- Helped a company save approximately \$4M on storage, licensing, support, and administration by consolidating disparate application databases and legacy systems to an enterprise data warehouse.
- Evaluated migration tools and then developed, tested, and executed a plan to migrate a Primavera P6 installation from SQL Server to Oracle. The final solution required extensive knowledge of SQL scripts, the Oracle data dictionary, triggers, referential integrity, enabling/disabling constraints, SQL Server, Visual Basic, and Oracle's LOB data types.

## WHATEVER YOUR DATA NEEDS, WE HAVE YOU COVERED

We provide expert services for the leading traditional and emerging database, data warehouse and analytics technologies, both on-premise and in the cloud. We are the top choice for businesses that have a combination of traditional and non-traditional databases, or hybrid on-premise/cloud environments. Your Pythian subscription gives you access to experts in many data systems including Hadoop, Oracle Database, Oracle EBS, Cassandra, MongoDB, MySQL, SQL Server, DBaaS offerings on Google Cloud Platform (Google Cloud SQL, Google Cloud Datastore, Google Cloud Bigtable, Google BigQuery, Google Cloud Dataproc), AWS (Amazon RDS, Amazon DynamoDB, Amazon Redshift, Amazon Elastic MapReduce), Microsoft Azure (Microsoft Azure SQL Database, Microsoft Azure SQL Data Warehouse, Microsoft Azure DocumentDB, Microsoft Azure HDInsight). We help our clients get the most from these technologies by offering everything from reliable, scalable and efficient IT infrastructure services, through to enterprise analytics platforms.

For more information on this or other Pythian services, contact us at [info@pythian.com](mailto:info@pythian.com)

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“Pythian has the agility to turn around quickly and get the job done...our only question was: why would we ever even consider staffing DBAs internally?”

— Ian Beaulieu, DBA Manager, Nordion

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## ABOUT PYTHIAN

Pythian is a global IT services company that specializes in designing, implementing, and managing systems that directly contribute to revenue and business success. We help companies adopt disruptive technologies to advance innovation and increase agility. Our highly skilled technical teams work as an integrated extension of our clients' organizations to deliver continuous transformation and uninterrupted operational excellence using our expertise in cloud, DevOps, big data infrastructure, advanced analytics, infrastructure management, and databases.

## OFFICES

Ottawa, Canada    New York City, USA    San Francisco, USA    London, England    Sydney, Australia    Hyderabad, India