

Oracle. Extended technical support

1. Consultative Extended Support

- consulting on the optimal use of Oracle software in the company infrastructure / the system architectures based on Oracle software;
- consulting on installing and configuring Oracle software;
- consulting on the backup and recovery procedures for Oracle databases;
- consulting on effective use of built-in Oracle database management system options;
- consulting on migrating database to another hardware platform/operating system.

Consultative extended support is the provision of consultations on the effective use of Oracle software. The works are carried out exclusively by the Customer's administrator.

The Customer receives the services:

- a) via phone and e-mail during working hours in the 5 / 8 mode
- b) an opportunity to get phone consultations from a specialist during non-working hours up to five times a month

2. Administering and accompanying support for ORACLE software

- Administering of the existing Oracle database servers and Oracle server applications
- Performing of daily tasks by Oracle administrators
- Analyzing log files and finding solutions to eliminate such errors. Help with Oracle requests (work on Service Request).
- Free space availability monitoring and space addition to the database tablespace.
- Configuring and testing database backup procedures
- Execution of works for restoring Oracle databases in case of failure.
- Support, diagnostic and optimization the Oracle Data Guard configuration
- Configuring an Oracle database instance, optimizing the instance operation.
- Client and server databases network processes setting up the effective operation
- Diagnostics of Oracle database connectivity issues.
- Consulting on the optimal use of Oracle software in the company's infrastructure.
- Configuring the performed operations audit in the Oracle database.
- Configuring built-in safety tools for Oracle database management systems.
- Preparing recommendations on installing critical updates for software.
- Executing Oracle software updates installation.

Performed exclusively remotely.

The customer receives support services during working hours in the 5 / 8 mode.

- Bonus:**
- a) Express inspection of the Customer's accompanied system - once a year.
 - b) Екстрений виїзд на майданчик Замовника один раз на місяць у робочий час.

3. Preventive support (except for project works):

The task and services list is the same as in "Administrative support of Oracle".

It can be performed remotely or by agreement at the Customer's site during the specified hours number and during working and non-working hours or urgency:

- a) Consultative support by phone and e-mail in the 5 to 8 mode;
- b) the specified hours number of scheduled work during working hours
- c) during non-working hours, the stipulated hours number of emergency departures
- d) stipulated hours number of urgent work