

EXADATA MANAGED SERVICES

For over 20 years Explorer has been solving business problems with Oracle Technology, developing bespoke applications, and providing technical support and managed services to our customers; both on premise and in the Cloud.

Certified experts with real world implementation and operational support experience deliver Explorer's Exadata Managed Services; tailored to deliver a cost effective and smooth implementation of your Exadata investment. Our Exadata Service Catalogue is summarised below:

Pre-Production Readiness	
System Design & Planning	High to low-level system design details and planning. Including sizing, capacity planning, versions, patches, integration, migration, monitoring, high availability, backups and disaster recovery.
Exadata Standard Installation	Installation and configuration planning documentation, and hardware, network and operating system functionality validation and testing. Can also include expansion upgrades for compute or storage servers, re-racking and multi-rack interconnects.
Exadata Software Installation & Configuration	Configuration and setup across database & storage servers, Oracle VM, shared storage, and patches. The software and communications are then tested. Provides complete testing, validation, and documentation.
Database Software Installation & Configuration	As per Exadata Software Installation and Configuration service but covers Oracle Database Software and OEM integration. All configuration settings are tested, documented and delivered to a customer's IT team during the post installation procedures.
ZFS Storage Appliance Installation & Configuration	Standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network and operating system functionality validation and testing.
Platinum Services Advanced Support Gateway Configuration	Standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network and operating system functionality validation and testing.
Data Migration	Assisting customer with planning and executing data migration strategy, including any migration tools and co-ordinating resources across multiple stakeholders to minimise business impact.
Pre-Production Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan and test plans. Explorer reviews go-live plan and conducts an operational readiness review. Review service also includes a focused review of business and project KPIs.

Deployment Services	
Exadata Configuration	Configuration of finer system details such as storage, networking and database servers based on customer operational objectives and relevant Oracle recommended practices.
Database Configuration	Database specific configurations such as using Database Options to optimise deployment, security, availability and performance based on customer operational objectives.
System Patching Review and Deployment	Ensuring updates and patches applied are relevant to the solution design, identifying any gaps and highlighting risk of any critical patches not applied or incompatibility.
System Performance Review and Optimisations	Explorer collects and analyses system and database performance data to identify system load patterns for baseline performance.
System and Database Documentation	All configuration settings are documented and delivered to a customer's IT team during the post installation procedures along with run time standard operating procedures documentation.

On-Going Support	
Quarterly System Health Checks	Quarterly system and software Health Checks are performed to proactively maintain system validity and reduce the risk of undocumented changes having adverse effects on system health, performance and availability.
Quarterly Patch Review and Planning	In conjunction with Platinum Services, where deployed, Quarterly Patch Deployment Service delivers a proactive patch deployment process implementing the required updates every quarter in a unified and proactive manner across all system and software components.
On-Going System Documentation	System configuration and procedure documentation is proactively updated based on weekly and monthly tasks along with a holistic review every quarter to maintain an accurate sharing of knowledge across all stakeholders.
On-Going Performance Review and Optimisations	An on-going service, where Explorer collects and analyses system and database and (where possible) application performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics, and documents and reviews findings and recommendations.
24/7 Exadata and Database Contract	Explorer is remotely monitoring your systems and software 24/7 using Oracle Enterprise Manager to provide 1st line support services. Acting as an additional DBA resource, Explorer can be responsible for, or contribute towards, selected day-to-day DBA tasks as an extension of internal resource.
Business Critical Assistance	Explorer assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practice.
High Availability, Backup, DR Planning & Testing	Annually (or more) testing end-to-end high availability, backup & recovery procedures along with disaster recovery tests.
Sizing & Planning of New/ Expanding Environments	On-going co-ordination of planning and documenting of system and/or database expansion with you. Highlighting risks, tasks and impacts to the system based on any configuration changes along with operational impact when executing such changes.

