



Birlasoft Database Administration Services

Your industry, our focus!

Birlasoft-Database Administration Services

Offering your business a wide range of Infrastructure Management Services (IMS) capabilities, the Birlasoft advantage is a round-the-clock, global support model, powered by a large pool of high-caliber experts. These specialists bring you advanced Database Administration (DBA) offerings, from database architecting, performance tuning to troubleshooting, migration, monitoring and configuration.

Offerings

Birlasoft's DBA Offerings secure proactive infrastructure monitoring, increased database up-time, improved end-user satisfaction and reduced project costs. Our support service deliverables included:

- A support service execution report
- A published schedule
- An optional activity handover form
- Weekly status reports
- A customer satisfaction index

Methodolgy

Following a four track process flow, Birlasoft will gather information, provide this data to the specialists, execute the project, and track the results.

This assessment included recommendations for operational improvement.

Initiation: Following an on-site review, we identify options, activites, schedules, procedures, and deliverables.

Transition: The definded and confirmed scope is provided to the assigned specialists.

Execution: With day-to-day support, all activites are tracked, recorded, and documented.

Assessment: Birlasoft conducts value-added service audits, which are non-bilable, and provided process improvement data.

The Birlasoft Solution

Birlasoft's certified team members - with a combined DBA experience exceeding 25+years - are a dedicated support, available 24x7. They will design, architect, and implement your DBA solution, working closely with you to meet your business needs. These specialists have an extensive, hands-on understanding of clustered/non-clustered and high availability as well as policy definition and management. Our Services include:

Operational Solutions

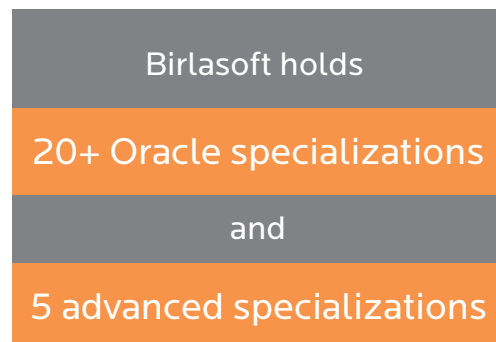
- Database commission and decommission
- File Management
- Database patching/ bug fixing
- Object de-fragmentation
- Monitoring and quick action on log errors
- Software Request (SR) and Request for change (RFC) implementation

Managed Projects

- Database version upgrade
- Database migration
- The automation of monitoring processes
- Backup interface, with third party
- The design and implementation of fail over setup
- The design and implementation of disaster recovery setup

Birlasoft Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries. More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support



RESOURCES

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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.