

Application Management Services for a Global Solution Provider in Energy and Environment Engineering

Customer at a glance

Industry sector: Manufacturing
(Power, Environmental Engineering)

Challenges

- Maintaining Oracle Apps 11.5.10 running on Oracle 10g.
- Availability on 24x7 basis
- Unable to close monthly periods at a logical level and slow access at physical level.
- Experts Availability

Solution

- Team of 5 DBAs at client site
- Ongoing database tuning for performance
- Implement Oracle best practices

Results

- High database availability and performance
- Client's IT team can focus on requirements for the business growth.

Technology highlights

- **Point of Sale:**
Oracle Applications 11i

Tools

- TOAD, PL/SQL Developer
- Veritas backup
- OEM – Oracle Enterprise Management

Business Domain

The client is a global solution provider in energy and environment engineering. It offers products and services in heating, cooling, waste heat recovery, captive power, water treatment and recycling, waste management and performance chemicals.

Current IT Setup

The client had Oracle Applications version 11.5.10.2 running on Solaris 10 in dual node architecture and legacy applications running on Oracle database version 10.1.5.

The applications and databases are accessed from different offices and factories spread across India.

Modules implemented

- Financials (AP, AR, GL, FA, CM)
- Distribution (INV, OM, OP)
- Manufacturing (BOM, WIP)
- Enterprise Asset Management (EAM)
- HRMS (Core, OLM, OTL, SS, PMS, Payroll)
- Costing
- Projects

Business Challenges

With the ever growing business requirements, the client was looking for a partner who could support the Oracle ERP environment as well as their home-grown legacy applications running on Oracle. In addition, the client had two key concerns with their existing implementation:

- They could not provide access to the application from worldwide locations without compromising security
- Slow performance and various issues with their Oracle database impeded user satisfaction and required significant support time from the IT organization.

Infogain's Solution

The challenges included maintaining and supporting the client's legacy systems in test and production database servers centrally located at the Pune Development Center.

- Infogain first brought the live applications to the latest patch level for smoother functioning.
- Infogain provided support for all modules that were implemented.
- Infogain provided DBA Support for all database instances, including the Oracle ERP application and legacy applications, and provided backup services and tuning of all instances.

Solution Benefits

- Substantial performance gain
- Maximum utilization of Oracle Applications
- Client processes have almost zero delay with secure access to the application world wide.

Monitoring Activities

- Monitoring database alert log, active sessions, CPU utilization, I/O
- Monitoring data growth
- Monitoring database jobs and crontab scheduled jobs
- Notification of errored out or failed programs/jobs to users and support teams
- Keeping track of long running Forms sessions, database sessions & reports
- Monitoring database performance and health
- Tracking dead locks due to programs and reports execution by multiple users
- Using Oracle Enterprise Manager, Oracle Applications Manager, home-grown shell scripts and TOAD for monitoring oracle environments
- Tracking invalid object count in all instances.

Support

- Respond and help users in resolution of reported incidents like program/report errors, Access and privileges, data extracts etc.
- Maintain a spreadsheet of errors, issues encountered and steps take for resolution
- Raise Oracle SRs, follow-up, test and implement Oracle recommended resolutions
- Respond to user queries
- Identify level 3 activities for resolution and specify user requirements
- Manage escalations and user communications
- Generate user logs, report performance statistics, explain plans, AWR reports
- Refresh development, test and UAT environment
- Help smooth month end, quarterly and year end closures
- Install licenses for new products and components
- Instance tuning
- Compile invalid objects in apps schema
- Compile custom Forms, upload/download Forms and reports
- Coordinate with data center team for cold backups / restorations.

Maintenance

- Apply patches and fixes
- Reconfigure and implement changes to current setups
- Plan releases of patch fixes and technical customizations
- Follow up on SRs, apply fixes and perform tests
- Automation of routine tasks using home-grown shell scripts and crontab
- Root cause analysis for severity levels one and two issues
- Maintain documentation for Disaster Recovery

- Apply performance patches for Oracle Applications
- Apply localization patches
- Configure closing daemon.

Value Added Services

- Architectural recommendations for performance and high availability
- Bi-monthly review meetings and status reports
- Performance recommendations
- Maintenance of technical and process documentation
- Implementation of DBA best practices.

About Us

Established in 1990 in Silicon Valley, California, Infogain delivers end-to-end solutions through valuable strategy development, consulting services and highly skilled engineering execution. With worldwide delivery capabilities in ERP, integration, Business Intelligence, Portals and CRM, we have developed deep industry expertise through our engagements in Retail, High Tech and Insurance among others.

An ISO certified and an SEI-CMM level 5 compliant organization with global delivery centers in New Delhi and Pune in India, Infogain specializes in JAVA, integration and the full Oracle stack, including database, middleware and applications such as Oracle E-Business Suite, Siebel, Oracle Fusion and Oracle Retail.

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