

# Application Management Services for a Multinational Manufacturer of Packaging Products.

## Customer at a glance

Industry sector: Packaging Solutions

## Challenges

- 24/7 availability of the production Oracle Applications instance
- Satisfactory access time

## Solution

- Improve performance and eliminate bugs from Oracle database

## Results

- Faster access time
- Simpler vendor management

## Technology highlights

- **Functional:** Oracle Financials, OM and Distribution
- **Database:** Oracle 10g

## Tools

- Oracle Enterprise Manager, Oracle Applications Manager, Oracle Alerts, TOAD, Shell and sql scripts
- Netbackup
- Veritas

## Business Domain

The client, a multinational manufacturer of packaging products with a firm commitment to R&D, is a leading industrial packaging solutions provider in India with plants in AP and Silvassa and a national network of offices in India.

## Current IT Setup

The client is using Oracle Applications version 11.5.10.2 on Red Hat Linux. The Oracle servers are centrally located at a data center in Hyderabad.

## Business Challenges

- The server was until recently supported by Oracle-On-Demand with the application hosted in the Oracle data center in Dallas, Texas, while all the applications users and support teams are located in India
- End users experienced slowness when accessing the applications
- The client required access to seeded forms and reports for customization.

## Infogain's Solution

The Infogain team acted as focal point for all ERP issues and was responsible for hardware vendor and Data Center co-ordination and issue resolution/escalations. In addition, the Infogain team provided:

- Day-to-day support for production and test environments
- Efficient closure of monthly, quarterly, half-yearly and yearly closing of books
- Higher end-user productivity.

## Solution Benefits

- Quicker resolution of day-to-day database applications issues
- Timely closure of books
- Better response time
- Single vendor management for all ERP issues

## Monitoring Activities

- Monitoring database alert log, active sessions, CPU and memory utilization, I/O
- Monitoring data growth
- Monitoring database jobs and crontab scheduled jobs
- Notification of errored out or failed programs to users and support team
- Tracking of long running programs & reports.
- Checking of completion status of database backups
- Monitoring database performance and health
- Tracking deadlocks due to programs and reports execution by multiple users
- Using Oracle Enterprise Manager for system management and monitoring the Oracle environment.

## 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 and test oracle recommended resolutions
- Respond to user queries
- Identify Level 3 activities for resolutions and specify user requirements
- Manage escalations and user communications
- Generate user logs and report performance statistics, explain plans, AWR reports
- Refresh test environment with production data
- Maintain data retention policy i.e. delete old data from production after proper backup
- Help with month-, quarter- and year-end closures, data reconciliation, mass report generation and emailing of output.

## Maintenance

- Apply patches and fixes
- Reconfigure and make changes to current setups for efficient support
- Plan releases of fixes and technical customizations
- Follow-up on SRs, apply fixes and perform tests
- Automation of routine tasks using shell scripts
- Root cause analysis for severity one and two level issues.

## 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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