

Oracle Database Support

Our experienced professionals will focus on the day-to-day, so you can focus on long-term, value add initiatives.

Overview

We are a leading provider of Remote Database Management and Consulting Services, specializing in Oracle technologies. Our remote, all-in-one database infrastructure team provides 24/7/365 monitoring and issue resolution, as well as a range of support services. From maintenance support and everyday tasks to holistic reviews and planning services, our team has you covered.

We're more than a break-fix outfit.

We're on the job 24/7, optimizing your Oracle environment to increase performance and availability while providing proactive support and management to eliminate issues.

You can count on:

- **A timely onboarding experience;** our discovery phase and initial meetings will make quick work of getting our team up to speed on your current challenges and immediate service needs.
- **Processes and documentation creation,** like runbooks and redbooks, that will define your standard operating procedures and make your job easier.
- **Technical reporting options** using Automatic Workload Repository (AWR) and Active Session History (ASH) reports, for deeper analysis of your environment.
- **Custom health assessments** conducted annually at no charge, so you can see how your environment is performing.
- **Administration and daily support** relieving your in-house team of time consuming duties so they can focus on strategic initiatives and projects.
- **Unparalleled monitoring,** so you and your team can rest easy knowing all potential issues have been accounted for and you have a backstop alerting team working around the clock.

Count on a personal touch, not just a voice on the other end of the phone.

We pride ourselves on thoroughly knowing you and your business so we can offer advice that makes strategic sense and meets your requirements.

We work to earn your trust by being completely transparent—our technology dashboards allow you to see what we're seeing—and by staying in touch through regular status meetings, frequent updates, and annual health assessments, you will always feel in the know. By building an enduring relationship with your business and becoming a trusted advisor, we can help establish a direction for future growth.

Fast Facts

At MiCORE, we help companies optimize data management practices to deliver actionable intelligence and drive better business decisions.

- Founded in 2008
- Headquartered in Reston, Virginia
- Established by former Oracle consulting professionals
- Oracle Certified Partner
- GSA Schedule IT/70, Contract Number GS35F0359

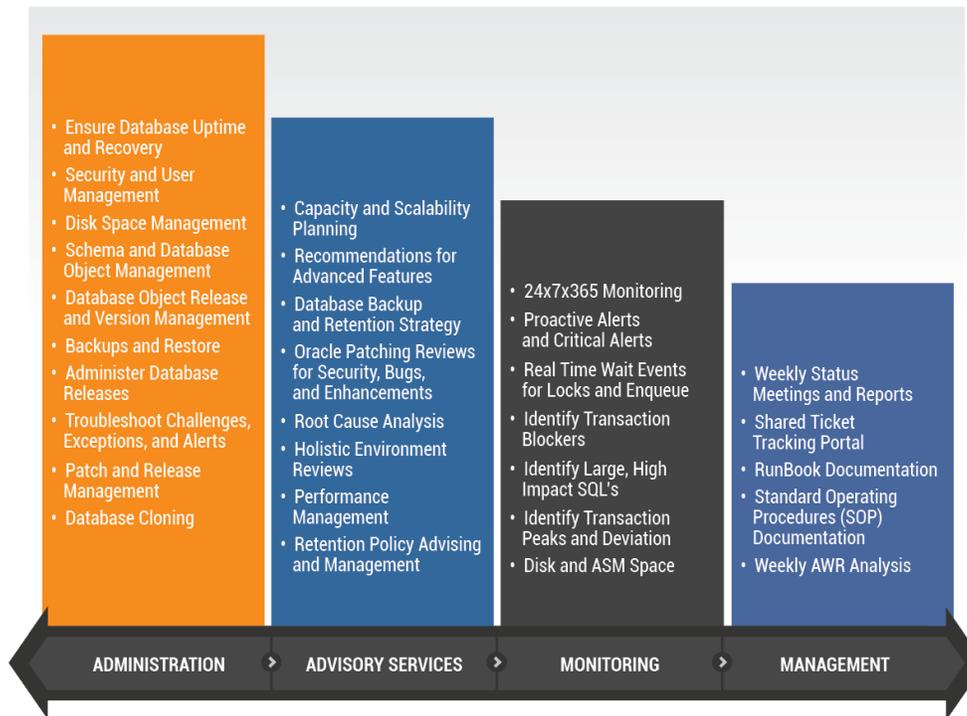
Customers using
MiCORE's Oracle
Database Support
services experience
a lower total cost
of ownership and
improved delivery
by leveraging our
deeply personalized,
holistic solution.

Key Benefits

- **24/7/365 database monitoring**, issue response, and resolution to ensure your systems are always available.
- **Scheduled off-hours maintenance and support**—including patching, upgrades, and data migrations.
- **Task and issue tracking**, routine maintenance and care, and representation with Oracle support for your requests to ensure issues get the right level of attention.
- **Performance reviews and optimization**, holistic database reviews, and growth and capacity planning to proactively head off any issues or unplanned downtime.
- **No vacations, sick leave or staffing hurdles**, along with stand-in support when your staff needs a break, so you can focus on strategic initiatives.
- **Expert technical resources**, including certified engineers that utilize Oracle's proven best practices, so that you get experts focused on your environment.

“It has always been a challenge to manage our technology on top of our daily responsibilities. But with MiCORE's help, we have more time to take care of other business initiatives and projects. Our managed services plan has increased overall productivity, saving us both time and money.”

VP of Engineering and Architecture at WealthEngine



Get the attention your business demands from professionals you can trust.

By skillfully blending our extensive technical knowledge and experience with industry best practices, we can deliver services and solutions that meet your specific business requirements. But we take it a step further. We work hard to earn your trust and understand your challenges so that you get a solution that not only works, it works for *you*.

Get in touch with one of our experts today!



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