

Managed Services

Turn your focus to longer-term, strategic business initiatives that drive growth.

Key Facts

- 100% Onshore Support
- 24/7 Support
- Predictable Fixed Costs
- Complete Transparency
- Respected IT Specialists
- Proven Process

Overview

Having the time to focus on longer-term, strategic business initiatives often eludes IT professionals, driving costs up and productivity down. That's why today's most successful businesses often turn to MiCORE professionals to help manage their day-to-day IT needs—and give them the time needed to innovate.

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

At MiCORE, 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 IT dashboards allow you to see what we're seeing—and by staying in touch through regular status meetings, frequent updates, and annual health assessments. By consciously building an enduring relationship with your business and becoming a trusted advisor, we can help establish a direction for future growth.



Expect a proactive approach for a more consistent, reliable environment

We're not a break/fix outfit. We're on the job 24/7, optimizing your environment to increase performance and availability and providing proactive support and management to eliminate issues. You can count on:

- **Processes and documentation** that make your job easier, such as runbooks and standard operating procedures.
- **Technical reporting options**, such as Automatic Workload Repository (AWR) and Active Session History (ASH) reports, for deeper analysis of your environment.
- **Custom health assessments**, performed annually at no charge, so you can see how your environment is performing.

MiCORE Managed Services include:

Database Management

MiCORE Remote Managed Services provides 24/7 critical and proactive monitoring with issue resolution, as well as a range of support services including maintenance tasks, holistic reviews, and planning services. We'll work closely with you to define the critical areas and identify important thresholds needed to keep your infrastructure running smoothly, and we'll meet regularly to ensure it stays that way.

Operating Systems

Our experienced specialists can proactively support your OS environment with 24/7/365 monitoring, daily operational support, and maintenance—whether it's Oracle Linux, Microsoft Windows, Red Hat, or any other OS. We make it our business to ensure that your OS environment is highly available and meeting your performance expectations—so you can move on to more business-critical things.

Engineered Systems

Our team of certified Oracle Exadata engineers can seamlessly fill resource or skill gaps and ensure uninterrupted service with our Exadata Management Service and Exadata Optimization Service. From routine 24/7/365 monitoring and maintenance to periodic optimization and performance tuning, our experts will manage your infrastructure so you have the time you need to drive strategic initiatives.

Middleware

MiCORE can monitor the health of your WebLogic Server environment to ensure maximum application availability and performance. Using WebLogic monitoring and administration tools, we'll help install, patch, upgrade, provision, and manage the application layer so you can devote more time to business-critical initiatives.

Cloud/Platform as a Service (PaaS)

A predictable application infrastructure can help you accelerate time to market, quickly react to new opportunities, and spread your capital investments further. Our skilled team of experts will work closely with you to ensure that applications continue to run smoothly, while you work on initiatives that can drive your business to the next level.

Get the attention that your business demands from professionals you trust

As an industry-recognized provider of innovative technology services, MiCORE Solutions is fully committed to your success. We specialize in optimizing, architecting, and managing complex environments. 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.

Key Benefits

- Receive consistent support from a 100% onshore support team—no sick days, vacation days, or turnover issues to worry about.
- Ensure financial predictability with lower, fixed monthly service costs.
- Count on trusted advisors who have taken the time to understand your business.
- Improve uptime and service levels with consistent, proactive support based on industry best practices.
- Benefit from more than 65 years of experience on the Oracle technology stack.
- Focus on value-add projects instead of day-to-day maintenance tasks.

Trust our highly capable and experienced professionals to manage the day-to-day so you can move on to long-term, value-add projects...contact us today!



"MiCORE Solutions delivers! We...were so pleased with their service, support, and knowledge during our upgrade project that we asked them to manage our databases and infrastructure as well."

Steven Pessel, CIO
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