# MiCORE SOLUTIONS™

# MiCORE Managed Service Solution Brings Patching Automation to a Software Company

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"MiCORE is like our own in-house team having in-depth expertise in DBA support and AWS managed services. The customer service is awesome as it offers a single point of contact to handle all our patching issues. I will surely recommend MiCORE."

***Company Vice President***

## Challenge

- ✓ OS Patching required 9 hour downtime
- ✓ Manual patching issues
- ✓ Difficulty providing 24x7x365 support
- ✓ Internal resources constrained by administrative tasks, limiting time to focus on strategic initiatives

## Solution

The software company hired a Managed Services provider to manage their both app and database in AWS Cloud environment, including Oracle WebLogic and Database. MiCORE had previously implemented a successful AWS health check for the company, and this led the organization to acknowledge and select MiCORE as its Managed Services partner. MiCORE implemented the following solutions to shrink 9 hour downtime to 30 minutes:

- ✓ Automated AWS OS patching across 100+ servers.

- ✓ Deployed AWS SSM (Simple Systems Manager) agent on each server for patch automation.

- ✓ Customized Environment Reboot Procedure by Windows batch scripts.

- ✓ The scripts communicated with SSM agents on each server via Access Key.

- ✓ Agent executed the forwarded commands from Admin's laptop for environment reboot and OS patching.

- ✓ The whole OS patching procedure was divided into steps, such as shutdown application, shutdown database, apply OS updates, reboot 100+ servers, bring up database, and bring up application.

# Results

✓ Automated monthly patching process across 100+ servers by saving time and cost.

✓ Decreased the downtime from 9 hours to 30 minutes.

✓ Reduced technical resources from multiple teams to one MiCORE cloud admin to complete this whole complex patching process.

✓ Enhanced server stability and up-time.

✓ Error-free multiple server maintenance.

✓ Documented server environments reduced downtime and decreased risk.

# Benefits of Working with MiCORE

✓ Ability to work with a team of highly skilled professionals for less than the cost of hiring a full time employee.

✓ 24x7 Environment Monitoring via LogicMonitor.

✓ Unmatched expertise from senior DBAs to advise on complex issues unique to the client's database environment.

✓ 24x7x365 monitoring and support of AWS databases.

✓ IT documentation management platform to centrally store and maintain all environment information.

✓ Annual health check to optimize performance and ensure a healthy database environment.

## About the Client

The client is a software, data and insights company empowering federal agencies, program offices, and government contractors throughout their contracting and financial assistance processes. It works closely with an unrivaled number of leading agencies and prime contractors and clearly sees patterns vitally important to the clients. The company turns AI, bot, and NLP technologies into applied innovation—solving real business problems and creating big opportunities for its clients.

## About MiCORE

We at MiCORE help enterprises plan their Cloud migration strategy for transitioning their business smoothly to Cloud. We are proficient in handling every aspect of cloud migration right from capacity estimation and resource planning to services management and disaster recovery planning. Call us to know how our Cloud specialists can help you. Book a consultation today to let our experts simplify the migration process for you.

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