

## Customer Profile

A leading manufacturing company

**Industry:** Manufacturing

**Location:** California

**Employees:** 1300 plus

**Global Spread:** Multiple across the globe - North America, Europe, Asia & Europe

## Engagement Details

Service Type: Enterprise & Remote Database Adm

Engagement Mode: Onsite/Offshore

Resources Deployed: Onsite: 4  
Offshore: 2

Duration: Started in May 2003

## Key Benefits

- ❖ Maximized availability
- ❖ Boosted productivity
- ❖ Decreased maintenance cost
- ❖ Increase systems performance and disk capacity due to frequent table reorganizations
- ❖ Optimum systems performance using advanced tuning techniques
- ❖ Peace of mind they have been searching for

For additional information or to discuss an opportunity with us, please email us to [info@compu-techcorp.com](mailto:info@compu-techcorp.com)

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## Oracle E-Business Suite Upgrade and Remote DBA Support

Customer is a manufacturing company, based out of California. With around 40 years of experience, the customer is a leading manufacturer and supplier of high-quality discrete semiconductors primarily to the communications, computer, industrial, consumer electronics and automotive markets. Customer has multiple instances of Oracle Applications for its manufacturing units, distribution units and sales & marketing divisions located in North America, China, Taiwan & Europe. Computech provided Upgradation services for the customer from its current Oracle 11.5.7 to 11.5.10. We are currently providing Onsite/Offshore Remote Database Administration support and application support services.

## High-Level Project Goals Achieved

- ❖ Upgradation from 11.5.7 to 11.5.10
- ❖ Production environment migration from AIX 5.2 to AIX 5.3
- ❖ Onsite/Offshore Remote DBA Support
  - Monitoring/Maintaining Database & Application Servers (Apache, Form, Report & Concurrent Managers)
  - Patch application for additional Functionality, Bug Fixing & Enhancements.
  - Upgradation of existing Databases & Applications
  - Configuring Servers – Workflow, Mobile Servers
  - Configuring & Maintaining the report applications like Discoverer
  - Cloning the Production Servers for test purposes & new module enhancements
  - Monitoring & Trouble shooting the Concurrent requests submitted by the users
- ❖ Onsite/ Offshore Application support services
  - Support problem , failures incidents
  - Co-ordinate and implement Oracle provided fixes and resolution
  - Support user queries on Oracle E-Business suites
  - Bug Fixing