Oracle EBS Health Check Service

Oracle application is a comprehensive system which involves various hardware and software components. To improve performance and minimize the impact of bottleneck after system go-live, PCCW Solutions has designed a new health check service covering the system and application levels, which include operating system, database, data and security.

PCCW Solutions first evaluates customer's existing supporting procedures and system status, then executes health check tasks to gather relevant information for analysis. The supporting model and system healthiness will be rated based on the analysis results, and a report will be provided for future improvement. Our goal is to help customers define a better supporting procedure, keep the system healthy by preventive measures and avoid unexpected interruption.

Rich expertise in Oracle solutions

Being one of the major Oracle ERP implementers in Hong Kong, PCCW Solutions delivers well-defined Oracle EBS system support and maintenance services to the customers based on the following strengths:

- **Strong talent pool of certified professionals** – more than 200 qualified Oracle ERP consultants and 50 technical specialists (e.g. DBA, Architect, etc) in Hong Kong and mainland China.

- **Rich user experience in Oracle solutions** – PCCW Solutions started using Oracle package solutions since 1990, including Finance, HRM, and Hyperion modules. As an Oracle ERP user, we understand what needs to be done to maintain a healthy and cost-effective system.

- **Strong track record of long-term customers** – PCCW Solutions has been helping customers from various industries to implement Oracle systems and solutions.

Features and benefits

◢ HARDWARE AND SOFTWARE MONITORING

- Regular review of system maintenance checklist
- Collect monitoring statistic for server system, e.g. CPU utilization, memory usage, disk/storage usage, network status, critical events, etc.
- Ensure the system servers are running
- Housekeeping, e.g. temp folder, job log file: \log & \out
- Performance checking, e.g. peak and non-peak business hour
- Database monitoring, e.g. record locks, inactive sessions
- Servers backup and restoration review

◢ SECURITY PREVENTION

- JRE version up-to-date scan
- Security patch set scan
- Base line patch set scan

◢ DATA INTEGRITY CHECK

- Review standard audit reports
- Identify and verify obsolete master data
- Check inactive transactions (long outstanding transactions)
- Review inactive user, role and responsibility

◢ APPLICATION ADMINISTRATION

- Batch job (day-end / night-batch) monitoring / completed duration / performance analysis
- Concurrent manager setting and management
- Review gathered scheme and program optimizer results
- Scan invalid database objects for program re-compilation
- Scan obsolete data within interface tables
- Review unused and obsolete programs
- Provide failure update and job lists
- Purge obsolete information, e.g. concurrent request data, workflow runtime data, generic file manager data, etc.

◢ DELIVERABLES

- Understand current operation and environment components
- Identify existing problem and issues, provide tailor-made in-depth investigation
- Health check report
- Identify potential risks to system based on analysis results
- Provide suggestions of improvement in health check report

About PCCW Solutions

PCCW Solutions is a leading IT services company in Hong Kong and mainland China. We adopt the latest technology to help clients create business value and success in the ever-changing economic environment. We offer a wide range of services including software solutions, IT and business process outsourcing, cloud computing, system development and solutions integration, data centers, hosting and managed services, e-commerce and RFID solutions. PCCW Solutions is committed to meeting customer needs to help them achieve business goals.

PCCW Solutions employs more than 3,800 IT professionals in Hong Kong and mainland China. Thanks to our widely-recognized business credentials and experience in managing large-scale projects, PCCW Solutions has become a trusted partner to a diversity of customer organizations. These include governments, leading banking and financial institutions, telecommunications service providers, retail and consumer brand companies and multinational corporations.