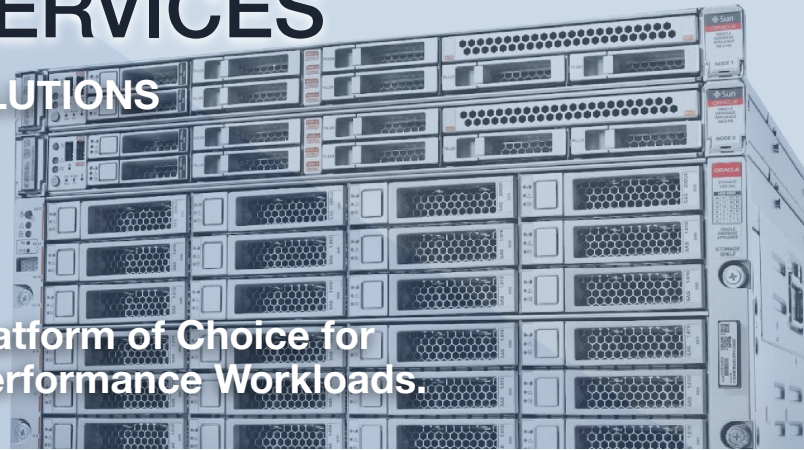


VISCOSITY ODA SERVICES

HIGH AVAILABILITY DATABASE SOLUTIONS

Oracle Database Appliance Is the Platform of Choice for Database Consolidation and High Performance Workloads.



Viscosity values solutions that save customers time and money. Oracle Database Appliance (ODA) simplifies deployment, maintenance, and support of high availability solutions while offering a fully integrated system of servers, storage, and networking. Let Viscosity help you scale without the headache of high costs and downtime.

Take advantage of quickly deploying both database and application workloads in a single appliance on a non-virtualized or virtualized platform and benefit from a complete solution that efficiently utilizes resources and takes advantage of capacity-on-demand licensing for multiple workloads.

OUR SERVICES



ODA Starter Services

Includes ODA physical startup services, database migration to ODA, and Oracle Cloud back-up configuration services.



ODA Implementation

From architecture to planning, RapidStart configuration, database modernization and migration, and a complete solution with a virtualized ODA option.



ODA Healthcheck

Assesses the entire stack from ODA hardware, OS, RAC environment, and the database for redundancy and availability.



ODA Platinum Support

A cost effective managed service with 24x7 support for high availability of ODA to the business.

Viscosity named ODA Partner of the Year in 2019 by Oracle Corporation

"Viscosity has earned their place as a most valued Partner for our IT department. Their professionalism and dedication allowed us to meet our commitments to internal business units, and provide a better performing, better architected system."

- Senior Director,
IT McAfee, Inc.
(an Intel Company)

How Viscosity Can Help

Viscosity realizes that you have made, or are about to make, a significant investment when purchasing an ODA. We're focused on ensuring you get the most out of your investment as quickly and painlessly as possible. Viscosity's Engineered Systems experts have extensive experience working on large, complex projects and understand it's essential to deliver on time and within your budget requirements. Our cost-effective services offering will assure you that your mission-critical systems are performing at their optimum capability.



ORACLE DATABASE APPLIANCE STARTER SERVICES

ODA Physical Startup Services

- Management and execution of installation & configuration of ODA environment
- ODA Installation Planning
- Verifying and securing necessary network access
- ODA Installation and Configuration
- Deploy configuration determined during planning
- Check and install any necessary patches
- Create default Oracle database based on your requirements

Database Migration to ODA

- Optional Zero-Downtime migration of databases
- Register ODA and database with existing OEM environment
- Develop backup/recovery strategy
- Provide installation summary report
- Consolidation planning and sizing on ODA

Oracle Cloud Back-Up Configuration Services

- Installation and configuration of Oracle Cloud Backup Service
- Integrate with Oracle Cloud Backup subscription



ORACLE DATABASE APPLIANCE HEALTHCHECK

Let Viscosity Help Develop Your Enterprise Cloud Strategy

Your Oracle Database Appliance (ODA) is at the heart of your database architecture as a simplistic and reliable platform, but are you utilizing it at its full potential?

Viscosity's ODA Healthcheck assesses the entire stack from ODA hardware, OS, network, RAC environment, and the database. Our goal is to assess the ODA environment for redundancy, latency and availability.

Upon completing the ODA Healthcheck, Viscosity will provide detailed documentation with findings, methodology, remediation plan, and recommendations to help you implement best practices and procedures.

Viscosity's ODA Healthcheck Includes:

- ✓ Review of ODA utilization and capacity
 - Review of the general health of the ODA compute nodes and storage
- ✓ Assessment of KVM environment(s)
- ✓ Review of Operating System environment
 - Software versions, patch levels, and OS packages installed
 - Kernel parameters and shared memory configuration
 - ASM configuration
 - Huge pages settings
 - Access points and security configurations
- ✓ Review of RAC configuration
 - Patches for Grid Infrastructure and RDBMS home
 - ASM Disk Group attributes and ASM initialization parameters
- ✓ Review of Database Environment
 - Check undocumented parameter settings and initialization parameters
 - Check database release, quarterly & monthly patches, one-off patches
 - Review of database configuration and resource allocation
 - Review TNS configuration
 - Review database statistics, backup procedures, IOPs, and throughput
 - Review the security of the database environment



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ORACLE DATABASE APPLIANCE IMPLEMENTATION SERVICES

Viscosity North America can assist with ODA implementation with proven industry-standard best practices. Our ODA experts allow you to achieve maximum return on your extensive technology investment. Like everything in IT, the ODA also requires routine care. Viscosity provides end-to-end ODA upgrade and patching services at a fixed (hassle-free) rate for customers who need their ODA stacks patched to the latest and greatest patch level on a regular basis.



Architecture and Planning

Viscosity will collaborate with your team through discovery sessions, prior to the installation and configuration, to create the architectural roadmap for your ODA. Areas of focus are:

- Hostname, IP, VP, SCAN information
- Network configuration requirements
- Upgrade and migration options
- Database workload (IOPs, Throughput) assessment
- SLA requirements for cutover

RapidStart Configuration

Our RapidStart configuration allows us to validate the ODA configuration after the initial rack and stack deployment. Viscosity will ensure that the ODA network settings, OS configuration, Grid Infrastructure, database software with the correct configuration to specifications, and patches are applied to the latest negotiated requirements. Our ODA RapidStart Configuration takes a top-down approach to the following:

- Installation planning
- Network architecture
- RAC configuration
- Database software provisioning
- Application of patches
- License containment of CPU Cores
- Database Consolidation
- Automated Service Request (ASR) activation with Oracle Support
- Optional Hybrid Columnar Compression (HCC) Enablement
- OEM registration and configuration for ODA and database(s)

The Complete Solution: Virtualized ODA

Based on customer preference, Viscosity can virtualize Oracle workloads or applications with KVM while containing Oracle licenses. Customers can also virtualize on the ODA to adopt the unified solution of applications and database servers in a single virtualized infrastructure. For customers who choose to virtualize both applications and databases, our base ODA services will include:

- Network architecture for virtualization
- VLAN & vNIC configuration
- Patch Management
- Create Oracle DB System (as needed)
- Create Oracle Linux VM Guest (as needed)

Database Modernization and Migration

We are the authors of *The Data Guard Handbook* and evangelize best practices of leveraging Data Guard for disaster recoverability and zero downtime database migrations to the ODA. If your database runs on a Linux or Windows platform, Viscosity can leverage Data Guard for the same endianness migration to the ODA.

Not only are we the premier Quest Platinum SharePlex experts, but we are also certified GoldenGate experts. Viscosity can perform a near-zero downtime database migration from Linux platforms leveraging Data Guard.

If you want to upgrade your database along the way, our team can upgrade your database with the same near downtime architecture; performing a "reverse replication" back to the source database provides you with peace of mind and an insurance policy.

ORACLE DATABASE APPLIANCE PLATINUM SUPPORT SERVICES

Complete Solution Coverage

Viscosity will provide complete coverage of your Oracle and ODA server software, the server and storage hardware, integrated software (such as firmware), and the Oracle Linux operating system. Coverage includes:

- Review of general database workload of the databases on ODA
- Calculation of IOPs and Throughput
- Determination of latency, database size, and capacity

Review of virtualized infrastructure on the ODA (if applicable)

- Review shared repositories
- Review DB Systems or Application VMs

24/7 Access to ODA Specialists

Our specialized Oracle ODA Enterprise Support Team experts are ready to help 24/7, leveraging the experience of our experts to provide fast answers and proven solutions.

Essential Product Updates

Updates for integrated software (such as firmware) and covered software provide access to critical security patches, bug fixes, feature enhancements, and any new releases that become available while you maintain support coverage. Our team can provide patching services twice a year.

- Analyze ODA environment for patch readiness
- Plan patching schedule as per business requirements - downtime, recovery
- Confirm adequate space on ODA file systems
- Update software versions, patch levels, and OS packages installed
- Apply BIOS updates, hardware driver updates, firmware patches, and ILOM updates as needed
- Apply patches for Grid Infrastructure and RDBMS home
- Post Patching Validation: GI Infrastructure, ASM, and Oracle Home

Award Winning Hardware Services

Oracle's scripted hardware diagnostic capabilities provide lights-out monitoring, automated service requests, and configuration details to enable targeted proactive advice.

If hardware service is required, Viscosity will work with you and the local Oracle service engineers to provide onsite hardware service for your Oracle ODA and storage hardware.

Access to Oracle ACE Directors And Authors

Customers can coordinate direct meetings with Oracle ACE Directors and Oracle ACEs. Customers can discuss the technology database roadmap and upgrade strategy with the resident Oracle ACEs.

The ODA is an engineered system that includes compute, networking, storage, Oracle Cluster, and Database preconfigured in an appliance. You need a complete, integrated support service that matches this standard and keeps your systems delivering for your business.

Like everything in IT, your ODA also requires routine care. Viscosity North America provides end-to-end **ODA Platinum Support Services** at a fixed rate. Viscosity guarantees that your ODA environments are administered based on recognized, stringent industry standards for enterprise and database security and application performance. Our ODA experts can limit, reduce and even eliminate often-tedious workloads. This is especially beneficial when reliable after-hours database support is required.

In addition to receiving the complete support essentials with Viscosity Platinum Support, customers can also receive the following level of SLA support by subscribing to Viscosity's Remote Services:

- ✓ 24/7 Viscosity remote fault monitoring
- ✓ Accelerated response and restored targets
- ✓ Up to 10-Minute Alert Notification
- ✓ Up to 15-Minute Alert Escalation and Integration to IT Helpdesk
- ✓ Up to 30-Minute Joint Debugging with the Customer
- ✓ Remote patch deployments two times per year
- ✓ Customers can negotiate patching up to four times per year

Viscosity Platinum Service Extensions

- **Architecture and Planning**
- **Database Modernization and Migration**
- **Viscosity End-User Performance Monitoring**
Customers benefit from extending monitoring capabilities into their applications with end-user performance monitoring services. Through trend analysis, customers can detect where end-users are having issues.
- **Discounted Remote Management and Monitoring Services**
Leverage our complete ODA Remote Services to augment or substitute your own DBAs, system administrators, and storage

administrators. Viscosity guarantees that your ODA environments are administered based on recognized, stringent industry standards for enterprise and database security and application performance. Our ODA experts have a direct line to our performance tuning architects; jointly, they can limit, reduce and even eliminate often-tedious workloads. This is especially beneficial when reliable after-hours database support is required.

