

MYTHICS CUSTOMER CARE

Emergency Surge Services

Mythics Emergency Surge Services help organizations lower risk in a cost-effective manner, while reducing strain & reliance on the internal team during a time of natural disaster or local, regional or national emergency.

Emergency Surge Services – Oracle Operational Management



Base Monitoring & Health Check Packages 24x7

U.S. Based Sustainment Delivery Experts

Monitoring as a Service (OMC/OEM)

Patching as a Service

Database, Engineered Systems, OCI, WebLogic

Dedicated Service Delivery Management

24x7 Service Desk Access and Ticket Logging

Key Operational Benefits:

- **Deferred Payment Options:** focus on getting the right support at the right time
- **Immediate Surge Support for Oracle Systems:** Mythics' remote team can be on-boarded in hours
- **Supports Remote Work Paradigms:** flexible support during reduced availability of internal staff
- **Daily and Weekly Health Checks of Key Systems:** ensures availability, performance of key systems
- **Database & Infrastructure Monitoring:** prevents incidents and problems from occurring
- **Improved Visibility Through Reporting:** ensures key stakeholders are informed 24x7
- **Focus Staff on Emergency Priorities:** enable staff to focus on other critical service duties

Contact the Oracle Experts at Mythics today:

(866) MYTHICS | surge@mythics.com | mythics.com/surge



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Emergency Surge Services Catalog

IT Management Services

- ITIL Based Delivery Services
 - Event Management
 - Incident Management
 - Change Management
 - Problem Management
- Monitoring as a Service
- Patching as a Service

Database & DB Options

- Database Instance and Listener health check
- Database cloning
- Capacity planning
- Implement backups
- Database upgrade/patch planning and execution
- Assistance resolving alerts and Service Request issues.
- Performance Tuning
- General DBA support
- Oracheck

Engineered Systems

- Exacheck
- Quarterly patching and upgrade planning
- Capacity Planning
- Performance Tuning for Engineered Systems
- Parameter optimization
- Assistance in troubleshooting alerts and Service Requests
- General Engineered Systems Support

Oracle Cloud Infrastructure

- Setup of IPSEC VPN between your network and OCI
- OCI Architecture design and planning
- Consultation on design & setup of tenancy
- Setup of compartments, subnets and access lists
- Review of dashboard capabilities and functions
- Setup templates custom images

Fusion Middleware

- Capacity planning
- Weblogic upgrade/patch planning
- Assistance in resolving alerts and Service Request issues.
- Performance Tuning as it relates to infrastructure
- General Fusion Middleware support

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