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

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
IT Management Services
• ITIL Based Delivery Services
  o Event Management
  o Incident Management
  o Change Management
  o 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
• Orachek

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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