

Remote Managed Services

A sensible and affordable solution, RMS provides database support, patch application, system monitoring and more.

As a manager, allocating the optimal amount of resources, whether it is time, money or people, can be an arduous task. With a limited budget, it is rare to see a company spend equally across the board, mainly because of the priorities and strategy that are in place. Depending on your organization's strategy, you may choose to focus more on operations or sales rather than on technology. In this case, you may not be able to grow the department as much as you would like to, but are still fully aware the critical role information technology plays within your business.

More importantly, just meeting the normal maintenance requirements of your enterprise applications can be a real challenge. For companies lacking appropriate resources and skills to appropriately meet this challenge, Glovia International offers Remote Managed Services (RMS), to provide technical assistance and support for a number of essential maintenance activities.

Why should I be interested in RMS?

- *Finite resources force you to either allocate more to focus on IT, or outsource.*
- *With respect to management philosophies such as Lean Management, your focus should be centered on the core competencies of your organization.*



- *Although you may have the resources to spend, your in house IT department lacks the experience to manage your Glovia-specific system needs.*
- *Regardless of whether you are currently managing your system or not, the likelihood of cutting costs exists either way.*
- *While your organization's approach to IT has been a reactive one, you realize the benefits in taking a more proactive and preventive course of action.*

Glovia's RMS enables you to concentrate on building your business by freeing up vital resources and giving you the comfort of knowing your enterprise system is being managed properly and effectively.

Glovia's Remote Managed Service Offerings

Glovia will work with your network and security personnel to establish the necessary remote connection. It is necessary to provide a high-speed network connection in order for Glovia personnel to logon to your system and perform the required procedures.

The requirements for system support will be unique to each customer. We will work with you to establish the services you need and the frequency of the remote support. We can tailor our activity to meet your specific environments, computing, network, and database and we support the entire range of platforms and versions that are available for the Glovia product line.



A summarized list of key service offerings include:

- Periodic comprehensive remote system "check up" and preventative maintenance.
- Advanced Database performance management
- Database space management
- Database integrity checks with Glovia data dictionary
- Database monitoring of log files
- Database back-up procedures and verification
- Audit of procedures and recovery testing
- Database "refresh" of secondary environment
- Maintenance of multiple Glovia software environments
- Loading/Applying software patches to the glovia G2 environment(s)
- Highlighting/Reporting customization impacts
- Loading/Applying Oracle software patches or upgrades
- Periodic reports, analysis and capacity planning

To give you a better idea of how these RMS can benefit your business, following is a description of the key offerings:

- **Monitor Error, Alert and Major Log File**
As the first line of defense, your Oracle database generates a chronological alert file, which is a log of notices, messages, errors and any other daily problem encountered in the database. RMS analysts can manually scan these alert log files for any "ORA" messages on a predetermined basis or they can use automated scripts. Either way, monitoring will give you the foresight you need to respond in a timely manner.
- **Table/Indices & Tablespace Monitoring and Maintenance**
Managing the capacity of your database becomes increasingly difficult as your business grows. That's why RMS will not only maintain the database, but it will also monitor the amount of space that currently exists in each table and plan for additional space ahead of time. The rate of growth calculated will serve as an indicator, signaling the need for reorganization or a resize of the tables and database, and will prevent any future fragmentation or valuable storage space.

- **Performance Tuning**

Depending on whether you house an Oracle database that includes an Oracle Enterprise Manager (OEM) System or an older version that does not, RMS analysts will either be able to monitor and report on a real time basis or use scripts to take “snapshots” of system performance. The information is then used to continuously conduct performance tuning, which is critical to an ever-changing database system.

- **Reporting**

Executive and service level reports are provided, detailing the date, type and results of the service conducted. These reports, including notifications of any updates or modifications, serve as a useful audit trail/journal that can be referenced by both you and Glovia RMS analysts.

- **Development of Backup/Recovery Procedures for Oracle**

After the installation of your glovia G2 system and corresponding Oracle database, a backup and recovery plan is developed and maintained. The plan, which offers both physical (cold) and logical (SQL based) backups, is designed according to the configuration of hardware/software and organization’s budget.

- **Audit of Backup/Recovery Procedures**

The audit will allow RMS analysts to conduct annual recovery simulations through the use of backup servers. The exercise will better prepare you and your system in the event you ever need to conduct a recovery process.

- **System Configuration Review**

Registry of hardware/software configuration is compiled and used for future reference. The registry is updated on a yearly basis to determine any impacts on the system and to suggest newer versions of software that may increase the performance of the system.

- **Oracle Schema Copy**

A copy of your live database will be created in a mirrored environment so that you can conduct patch updates, add on modifications, and perform test transactions before you apply these actions to the live, production environment. It is extremely effective in avoiding critical mistakes and perfecting irregular procedures.

Glovia Software Patch Maintenance

As software updates are continually released in multiple environments it can become cumbersome and time consuming to maintain your system current and keep it current. To help ease the burden Glovia offers a “Patch Maintenance Program” to:

- Provide on-going, scheduled electronic software updates (patches)
- Utilize remote access, preferably through a VPN, to transfer and load release files
- Update multiple environments for standard Glovia software
- Provide “phased” or staggered release implementation, to enable customers to adapt to the new code, focus on customized software and measure the impact of individual patches
- Coordinate with customer or Glovia field programmers on customized software and the impacts of the patches. Any custom program that requires software patches can receive the update as an additional service. Since these updates are customized according to the amount of code and level of impact on the system, the service fee will be determined on a time and materials basis.

Glovia offers different levels of support, based on individual environments and frequency. Service can be provided on a bi-weekly, monthly or quarterly basis.



Ensure *the Top Performance and Availability*

Glovia's RMS can provide you with the breathing room you need to focus your attention on your business's core competencies. RMS is a secure solution that supports a number of popular VPN software packages and establishes remote connections with relative ease. In addition to the security, Glovia understands unique business needs exist so our service is tailored to meet your specific environments, computing methods, networks and databases. We want to go extra mile and make available additional services, such as support for emergencies, services for upgrades, changes to hardware, and additional training for IT staff. As a preventative and proactive tool, RMS will give you the freedom to grow your business the way it should.



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