

## ANNUAL ORACLE TECHNICAL SUPPORT

### The problem of Oracle Database

The Oracle system of customer normally run so well, but if it run without any maintenance in long-term then it's easy to get some abnormal errors, these errors usually can fix quickly but some times it also cannot fix or spend much time to recover the system. Some of common errors for an Oracle system without maintenance :

1. Slow performance issue for a specific function
2. Slow performance issue for the whole Oracle system
3. Lost or corrupted critical datafile caused by bad harddisk.
4. Internal threats caused by misconfiguration of DBAs
5. Vulnerabilities by time if not apply the latest Oracle patch

### Annual Oracle technical support solution

In order to solve all the above issues, VietPace has provided the complete solution named "Annual Oracle technical support". With VietPace's solution, the customer's Oracle system will be served by these Oracle experts periodically. Therefore, the customer have been reported all the issues before it happen. The customer can choose and apply proactively the suitable solution to fix the issues.

#### Customer

The customers that have the existing running Oracle system and have the requirements about professional Oracle technical support s of outside Oracle experts.

#### Period

1 year

#### Description

Ensuring the maximum availability, security and scalability of the Oracle system of customer, VietPace will support the following:

#	Task	Implement	Price
1	Review the Oracle system (purpose of use, number of concurrent users, data volume, hardware and Oracle Server	<input checked="" type="checkbox"/>	

	configuration, administration procedures, risk analyzed, security threat ...)		
2	Recommend the best Backup and Recover solution ensuring the maximum availability: <ul style="list-style-type: none"> <li>○ No data loss</li> <li>○ Acceptable mean time to backup</li> <li>○ Acceptable mean time to recover</li> <li>○ Automatic procedures</li> <li>○ Using the newest technology</li> </ul>	<input checked="" type="checkbox"/>	
3	Implement Backup and Recover solution if agreement	<input type="checkbox"/>	
4	Recommend the best performance solution ensuring the maximum scalability	<input checked="" type="checkbox"/>	
5	Recommend the suitable training plan for the DBAs of customer	<input checked="" type="checkbox"/>	
6	Automatic report the Oracle system of customer quarterly	<input checked="" type="checkbox"/>	
7	Onsite technical support	<input checked="" type="checkbox"/>	
8	Support of migration and upgrade Oracle system	<input checked="" type="checkbox"/>	
9	Support of applying Oracle patch	<input checked="" type="checkbox"/>	
10	Support of review all the Oracle security issues	<input checked="" type="checkbox"/>	
11	Support of vulnerabilities assessment and recommend the suitable fixed solution	<input checked="" type="checkbox"/>	