

A man with a beard, wearing a grey sweater over a white collared shirt, is standing in a server room. He is looking at a laptop computer he is holding. The server racks in the background are filled with equipment and have some lights on. A large teal diamond shape is overlaid on the image, partially covering the man and the server racks. The text 'Oracle Technical Managed Services' is written in white on a dark teal background that is part of the overlay.

Oracle Technical Managed Services

Who are we?

Databases are a core component to any IT platform within a company and therefore ensuring that they are functioning optimally is essential for an organisation to deliver improved business performance and cost savings whilst meeting/or exceeding client expectations.

iOCO Oracle Services (iOS) is an industry leader in solution management and remote technical support for Oracle Technology customers with deep domain expertise and decades of experience. We provide both on-site and remote project and managed services that are performed through our support call centre and handled by our agile and certified staff complement. We are not only specialists in database management. Monitoring each layer across the complete stack is a key component to our delivery function therefore our competencies occur at every layer of the Oracle Technology stack (On-premise and Cloud), including:

- Oracle Cloud Infrastructure
- Systems/Hardware
- Operating System
- Virtualization,
- Database
- Middleware
- JD Edwards and Primavera technical support
- Compliance Audit Consulting

Our Objectives

iOS has a first-class record for delivering large and complex database and technology implementations. Through our customer centric approach, we strive to deliver our services according to industry best practices and pride ourselves in our flexible and efficient right-first-time delivery model.

Our team of highly skilled DBAs possess competencies spanning the breadth of Oracle's on premise and Cloud Infrastructure solutions including Autonomous Database, Oracle Golden Gate, Enterprise and Data Integration, Big Data, MySQL and more...



Project and Operations Model

Projects

Project Delivery Solutions to Suit Environmental Complexities

- Project Office (PMO)
- Programme and Project Management practitioners
- Prince2 and PMBOK
- "Themes-based" Risk Profiling
- Integrated Mitigation Planning Entrench Quality Management
- Project Management and PMO Education

Operations

It Services Delivered Effectively and Efficiently

- Incident Management
- Request Fulfilment
- Access Management
- Problem Management
- IT Operations Control
- Application Management
- Technical Management



How we can help

Oracle Advisory Assurance Service (OAAS)

Data Security

We provide customers with the ability to better understand their data security posture and with specific attention to regulatory and audit compliance standards within their current Oracle technology landscape.

Licensing Compliance

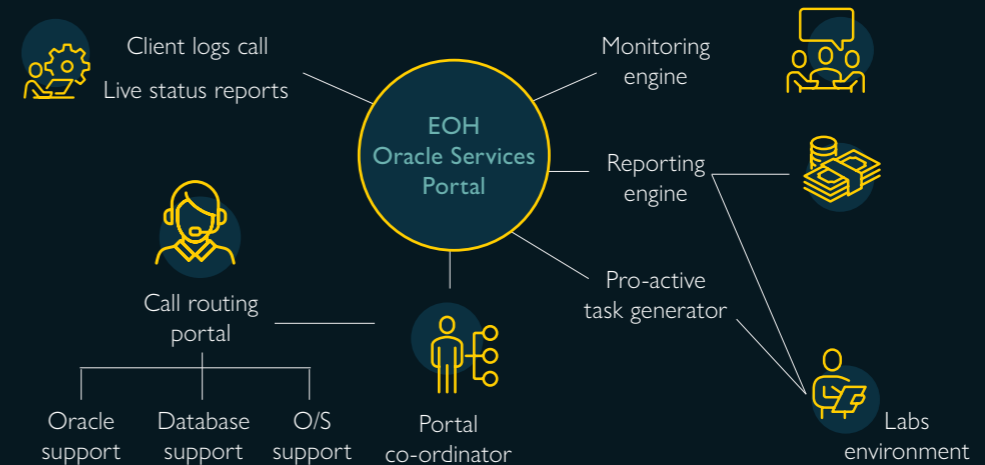
Managing and controlling software license usage and compliance. Assessing an organization's users, policies, processes and technology, we can verify that their Oracle license entitlement accurately corresponds with their usage.

Operational Efficiency

With a view of the current Oracle and non-Oracle infrastructure we can advise customers on how to ensure their existing business needs are met whilst safeguarding against any processing inefficiencies. This will ensure that the utilisation of an environment matches the performance required which will increase the total return on investment (ROI) for Oracle assets.

How we do it?

Key Tools: Support Service Portal



Technical Managed Services is inherently a technical support model that is managed by iOCO Oracle Services TMS team using the Enterprise One Portal (EOP). It can be summarised as follows:

Technical: This is what we do every day and it is who we are. We optimise installed software, script daily maintenance tasks, automate mundane procedures, patch existing software, upgrade customer systems to the newest version, etc.

Managed: The service provided to our clients is managed by iOCO using iOCO's in-house designed Support Portal and Key Account Management.

Services: This is the daily, weekly or monthly service we provide to clients. Our services include pro-active services as well as re-active services (such as callouts).



How to contact us

enterpriseapplications@ioco.tech