MiCORE Managed Service Solution
Brings Automation to Erickson Living

> "We have a close relationship with MiCORE as an extension of our in-house team. MiCORE has a high level of expertise, providing senior DBA support and several eyes and ears monitoring each problem. The customer service at MiCORE is very friendly and everyone is very knowledgeable. I would absolutely recommend MiCORE.

Nicolette Carpenter Boddie, *Technical Lead - Supervisor, Erickson Living*

Challenge

- Limited technical resources to manage Oracle Critical Patch Updates
- Difficulty providing 24x7x365 support
- Internal resources constrained by administrative tasks, limiting time to focus on strategic initiatives

Solution

Erickson Living decided to hire a Managed Services Provider to manage their Oracle environment. MiCORE had previously conducted a successful Oracle Health Check for Erickson Living, which led the company to consider and ultimately select MiCORE as its Managed Services partner.

As part of its Oracle Managed Services solution, MiCORE implemented and continues to provide the following:

- 24x7x365 monitoring and support of key Oracle databases
- Quarterly CPU patching for Oracle Windows Bundle across 25 servers
- Automated the monthly Windows Server reboots
- IT documentation management platform to centrally store and maintain all environment information
- Annual health check to optimize performance and ensure healthy database environment
- Automated the cleanup of log, alert, trace, and audit files

Results

- Improved server stability and up-time
- Automated monthly reboot process across 25 servers, saving hours of work each month and significant cost savings
- Documented server environment reduces downtime and decreases risk
- Erickson Living staff resources have more time to focus on initiatives that drive innovation and growth

Benefits of Working with MiCORE

- Ability to work with a team of highly skilled professionals for less than the cost of hiring a full time employee
- 24x7 support, particularly for overnight upgrades or issues that arise
- Unmatched expertise from senior DBAs to advise on complex issues unique to Erickson's database environment

Erickson LIVING — *Add more Living to your Life®*

Erickson Living is a leader in developing and managing continuing care retirement communities across the country. It serves over 23,000 residents with industry-leading results in customer satisfaction, occupancy levels, and health outcomes.