

Database Support Services

Our experienced professionals will focus on the day-to-day, so you can focus on long-term, value add initiatives.

Overview

Having the time to focus on long-term, strategic business initiatives often eludes IT professionals - driving up costs and decreasing productivity.

MiCORE's remote, all-in-one database infrastructure team provides 24/7/365 monitoring and issue resolution, as well as a range of support services. From maintenance support and everyday tasks to holistic reviews and planning services, our team has you covered.

Let us take care of the day-to-day, so you can spend time on the IT initiatives that drive innovation and build value for your organization.

Count on a personal touch, not just a voice on the other end of the phone.

We pride ourselves on thoroughly knowing you and your business so we can offer advice that makes strategic sense and meets your unique requirements.

We work to earn your trust by being completely transparent—our IT dashboards allow you to see what we're seeing—and by staying in touch through regular status meetings, frequent updates, and annual health assessments, you will always feel in the know. By building an enduring relationship with your business and becoming a trusted advisor, we can help establish a direction for future growth.

Benefits

We're on the job 24/7/365, optimizing your database environment to increase performance and availability while providing proactive support and management to eliminate issues. With MiCORE, you can count on:

- ✓ **A timely onboarding experience;** our initial discovery process makes quick work of getting our team up to speed on your current challenges and immediate service needs.
- ✓ **Processes and documentation creation,** like runbooks and redbooks, that define your standard operating procedures and make your job easier.
- ✓ **Technical reporting options** using Automatic Workload Repository (AWR) and Active Session History (ASH) reports, for deeper analysis of your environment.
- ✓ **Performance reviews and optimization,** holistic database reviews, and growth and capacity planning to proactively head off any issues or unplanned downtime.
- ✓ **Administration and daily support** relieving your in-house team of time-consuming duties so they can focus on strategic initiatives and projects.
- ✓ **Unparalleled 24/7/365 monitoring,** so you and your team can rest easy knowing that all potential issues have been accounted for and you have a backstop alerting team working around the clock.
- ✓ **Expert technical resources,** including certified engineers who utilize proven industry and vendor-specific best practices, so you can fill any skills gaps that may exist on your team.

Fast Facts

At MiCORE, we help companies optimize data management practices to deliver actionable intelligence and drive better business decisions.

- Founded in 2008
- Headquartered in Reston, Virginia
- Established by former Oracle consulting professionals
- Oracle Certified Partner
- GSA Schedule IT/70, Contract Number GS35F0359

MiCORE Database Support Services

Creative, cost-effective, and reliable solutions that meet your business requirements and maximize the value of your IT investments.



Remote Database Management

Our remote managed services provide 24/7/365 monitoring with issue resolution, as well as a range of support solutions including maintenance tasks, holistic reviews, and planning services. We'll work closely with you to identify critical focus areas and important thresholds needed to keep your infrastructure running smoothly, and we'll meet regularly to ensure it stays that way.



Operating Systems

Our experienced specialists proactively support your OS environment with 24/7/365 monitoring, daily operational support, and maintenance—whether it's Oracle Linux, Microsoft Windows, Red Hat, or any other OS. We make it our business to ensure your OS environment is highly available and maintaining optimum performance.



Engineered Systems

Our team of certified Oracle Exadata engineers seamlessly fills skills gaps and ensures uninterrupted service. From routine monitoring and maintenance to periodic optimization and performance tuning, our experts will manage your infrastructure so you have the time you need to drive more strategic initiatives.



Middleware

MiCORE can monitor the health of your WebLogic Server environment to ensure maximum application availability and performance. Using WebLogic monitoring and administration tools, we'll help install, patch, upgrade, provision, and manage the application layer so you can devote more time to business-critical projects.



Cloud Solutions

MiCORE provides a robust set of cloud solutions including readiness assessments, strategic planning and value analysis, data migration, and ongoing support services. Work with our team of cloud experts to fast-track and streamline your cloud journey while alleviating IT burden and decreasing organizational risk.

Get the attention your business demands from professionals you can trust.

By skillfully blending our extensive technical knowledge and experience with industry best practices, we can deliver services and solutions that meet your specific business requirements. But we take it a step further. We work hard to earn your trust and understand your challenges so that you get a solution that not only works, it works for *you*.

Get in touch with one of our experts today!

Call or email to start building a customized support solution for your organization.

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