ORACLE®
PLATFORM
SUPPORT

THE HARD WAY	THE dsp WAY

1

FAULT ANALYTICS

FAULT ANALYTICS

Proactive monitoring.
Immediate alerting.

2

RANDOM TICKET SUBMISSIONS

Support requests arrive on a post-it note, or whatever's quickest.

Adhoc requests from developers/ business managers...everyone's request is important!

CENTRALISED TICKET MANAGEMENT

Tickets raised automatically:
Web/ Email/ Phone.

Prioritisation according to business impact.

3

UNSTRUCTURED TICKET ALLOCATION

Wondering around the office looking for technical folk.

AUTOMATED TICKET ROUTING

Seamless helpdesk and DBA integration.

4

ASSIGN TASKS

Whatsapps   Email   Text message

Post-it note   Snapchat   Skype

ASSIGN TASKS

Sophisticated ticket assignment.

Transparency and accountability.

5

TRACK DOWN THE USER

Can't read the message...who wrote this??

ALERT AND RESPONSE

Comprehensive ticket structure = Appropriate and immediate response mechanisms.

6

REACTIVE SUPPORT

Fire fighting with no real direction.

Holidays and sickness reduce reaction times.

AUTOMATION

Embedded automation tools (Ansible, Puppet) → complex tasks to be simplified and repeated.

Release management accelerated.

Always On.

7

WHO DONE IT??

Peter Plum with the candle stick in the lounge...

MANAGEMENT AND REPORTING
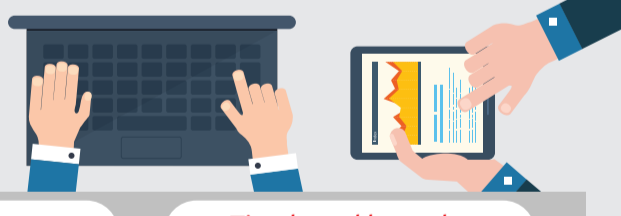
Appropriate management dashboards	Timely and bespoke reporting
Monitoring alerts	Threshold reporting
SLA Reporting	Trend analysis

8

RESULTS

Unhappy Management   Frustrated DBA Team

Lost Tickets   Reduced revenues

Poor end user experience   Lack of Pro-activity

RESULTS

Happy Management   Fulfilled DBA Team

Increased business agility   Continuous Uptime

+

Positive end user experience   Proactive Support

9

COST & REVENUE IMPLICATIONS

24x7 = £

24x7 Requirements + Unplanned downtime   Increased costs

↳ =

Less agility = less competitiveness

COST & REVENUE IMPLICATIONS

40%
↓

dsp Oracle Support = 40% cost savings

• Agility
• Innovation
• Enhanced Revenues

---

dsp Uptime. All the time.   ORACLE® Platinum Partner