

Oracle Collaboration Suite  
Remote Administration

*A Mercury Technologies White Paper*  
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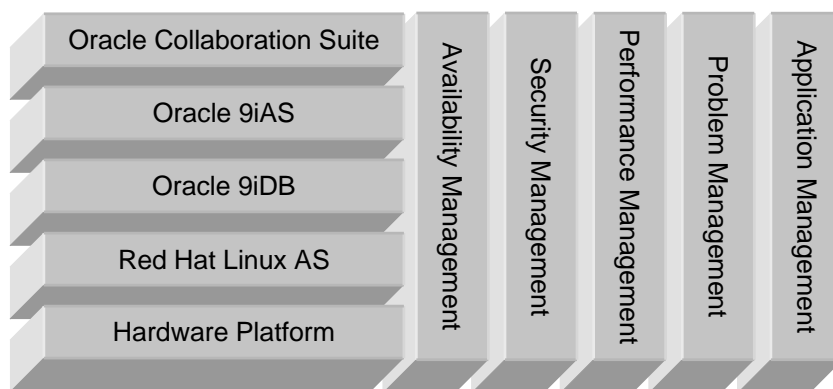
## Remote Administration for Oracle Collaboration Suite

Mercury's *Remote Administration* is the highest level of support offered for customer site installations of the Oracle Collaboration Suite. *Remote Administration* provides you with complete administration and user level support for your installation. This service is only available to clients with Mercury certified installations.

Remote Administration comprises a coordinated set of services designed to address every layer of the software stack of the Oracle Collaboration Suite.

These services span the software stack and address every need from preventative maintenance to performance and availability monitoring. These services insure that your installation has the production level support that your company requires.

Your systems are monitored 24 hours a day, seven days a week. Standard support is available Monday through Friday between 8:30am and 5:30pm EST.



Remote Administration for the Oracle Collaboration Suite Stack

### ***Supporting the Software Stack***

#### **Collaboration Suite Application Management**

The most prominent aspect of Mercury remote administration is providing the day to day adds, changes, and deletes required by the client user community.

The client assigns up to two internal administrators who are provided direct access to Mercury's email and telephone support lines. Mercury's guaranteed response time is two hours allowing most requests to be handled the same business day.

In addition to user account management, Application level Administration includes maintenance of email distribution lists, server-side email filters, event calendar accounts, holiday, calendar resource management and file quotas.

At the Collaboration Suite systems level, Mercury administers domains, anti-spam software, anti-virus software, backups and restores.

### **Oracle 9iAS and 9i Database Administration**

The Oracle Application Server and the 9i Database Server are at the heart of the system. Most performance tuning and special features of the suite are controlled at this level. Mercury's staff of Oracle trained engineers monitor, tune and administer this infrastructure environment.

Included at this level are patch management and management of database backup cycles.

### **Systems Administration: Red Hat Advanced Server**

Mercury's staff of Red Hat Certified Engineers maintains and administers the operating system layer. All account management, patch management, log management, process and resource monitoring and performance tuning is addressed by these services.

### **Hardware**

For hardware level support, customers may have in-house support staff perform maintenance or may select a suitable support option from their hardware vendor (i.e. HP or Dell).

At the hardware level, Mercury provides hardware component level monitoring for platforms that have these features. Hardware level monitoring provides early alerts to component failures and in many cases allow Mercury to address a problem before there is a failure event that affects users.

## ***Coordinated, Comprehensive Services***

### **Problem Management**

The client assigns up to two internal administrators who are provided direct access to Mercury's email and telephone support lines. All calls or email requests for support are tracked using Mercury's trouble ticket system. Mercury's guaranteed initial response time to requests is two hours.

Mercury's level one support staff works to solve client problems. Mercury will take full advantage of the Oracle software support which the client is required to maintain. Our support staff will also leverage the extensive documentation on

your environment, software installation and configurations created during your installation, to fast track solutions to your problems.

If unable to develop a solution in a timely manner, the problem is escalated to our level two engineering staff. This is the same group that very likely created your installation.

Should a problem still persist or should a customer wish to escalate an issue, Mercury's senior technical management is available to consult with senior engineering staff and the client to determine how best to solve or work around the problem.

## **Performance Management**

You can't manage what you can't measure. Performance management services allow Mercury to:

*Measure and predict; measure and fine-tune; measure and recommend.*

Sophisticated performance and resource monitoring with trend analysis at hardware, operating system, database and application server levels allow Mercury to predict when additional resources may be needed, tune and improve performance at the operating system, application server and database levels, and make recommendations for improvements to your production collaboration environment.

## **Security Management**

These services comprise all aspects of security which concern the Collaboration Suite. These services include administration of secure web access, security certificates, integration with firewalls and VPNs, user and group account administration and controlling internal and external access to the system.

## **Availability Management**

Your entire production environment is surrounded by a sophisticated set of monitoring facilities all of which are integrated in a central monitor and alert system.

The system monitors many different metrics at the hardware, software and application level and has the ability to automatically generate trouble tickets to the Mercury support system. In addition the system has the ability to notify support staff via cell phone, email and pager after normal support hours.



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