

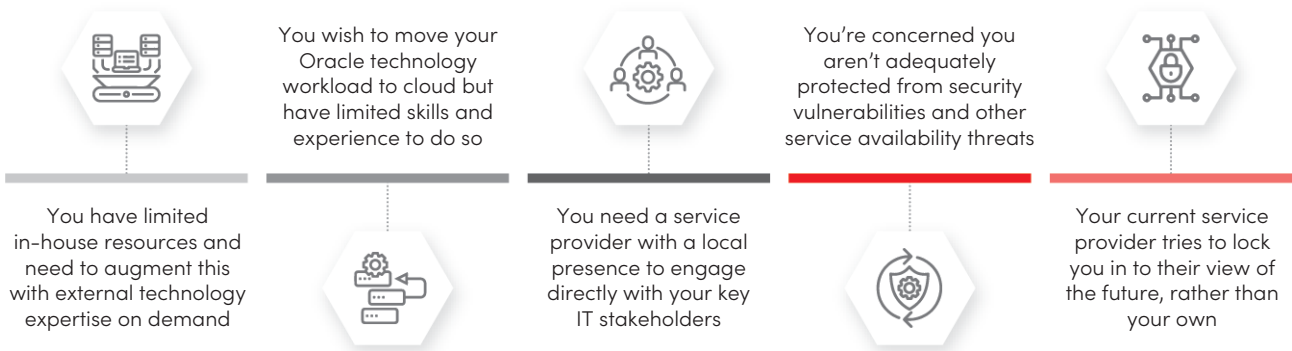
# Inoapps Managed Services | Core Technology Management

Ensuring continued value and confidence in your Oracle platforms

Inoapps has provided Managed Services expertise for Oracle applications and technology since 2006. Today we offer tailored solutions to over 130 customers all around the globe.

Our Core Technology Management service is here to provide proactive and professional management of your Oracle infrastructure, operating systems and database/middleware estate. Our services are flexible and can power both Oracle and non-Oracle application workloads hosted in Oracle Cloud Infrastructure (OCI), Inoapps own Private Cloud (PCA), third-party data centers/laaS, or on your own premises. All we need is a secure remote network connection.

## If any of this sounds familiar, then this is the service for you:



## Inoapps provides Managed Services for your entire Oracle core technology estate

Our services cover any combination of

### Infrastructure management

- ▶ Oracle Cloud Infrastructure (OCI)
- ▶ Inoapps Private Cloud powered by Oracle's Private Cloud Appliance (PCA)

### Operating systems management

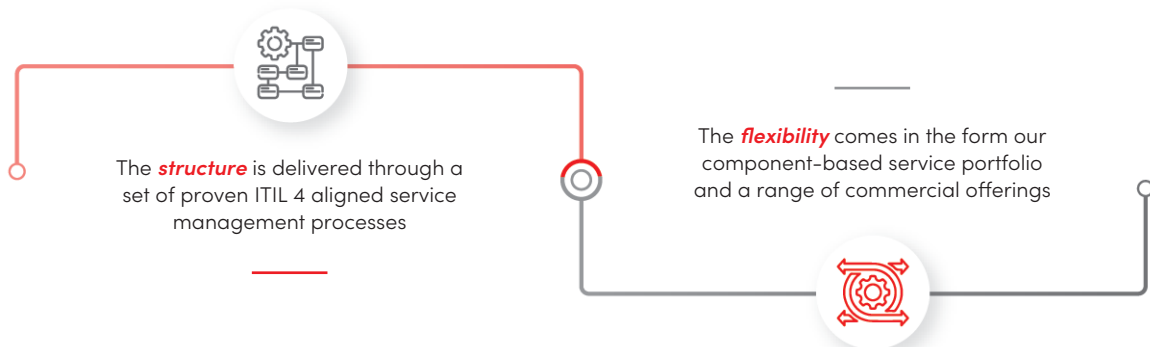
- ▶ Oracle Enterprise Linux
- ▶ Windows Server

### Database Management

- ▶ Core database (including RAC & DataGuard)
- ▶ Database as a Service (DBaaS)
- ▶ Autonomous Data Warehouse (ADW)
- ▶ Oracle Middleware services

## How does Inoapps Core Technology Management work?

Our approach balances structure with flexibility:



Find out more about how our services work in our [Managed Services Approach datasheet](#).

# The Inoapps component-based service portfolio for core technology management

## Enhance

Enabling the business

Change & Release Management

- › ITIL-based and/or
- › Sprint-based continual improvement

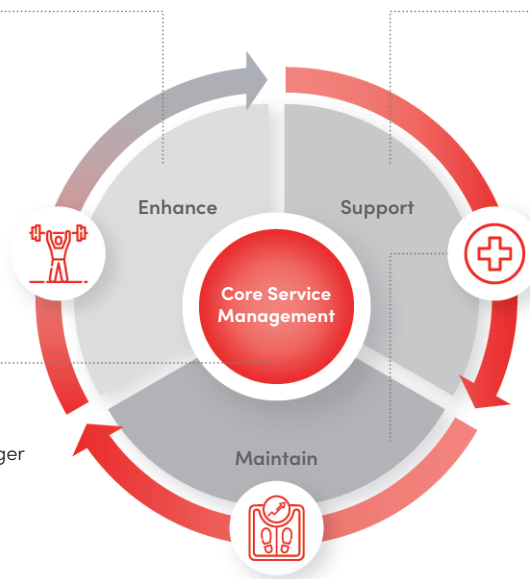
Strategic Change

- › Technology roadmap advisories

## Core Service Management

Managing the services

- › ITIL 4 aligned service governance
- › Named, local Service Delivery Manager
- › Named Primary Analyst(s)
- › Proactive management of Oracle Service Requests



## Support

Keeping the services running

DBA & technical infrastructure specialist support, covering

- › SLA-backed Incident Management with option of 24x7
- › Proactive Problem Management
- › Proactive monitoring & alerting (option)

## Maintain

Keeping the services current

Quarterly technology updates

- › Tech CPU / PSU applications
- › Security patching
- › Liaison with Oracle
- › Backup and recovery
- › IT service continuity planning
- › Cloning, incl. pre & post clone actions
- › Agreed catalog of routine activities
- › System health checks
- › License compliance & efficiency reviews, plus associated advisories

Service type	Description
<b>Core Service Management</b>	This is the overall governance of your services, with named local service management experts providing effective ITIL-aligned service governance.
<b>Support</b>	Many people incorrectly consider this to be a complete managed service. While the management of service interruptions is vital, this shouldn't be at the expense of driving improvement across your overall Oracle technology estate.
<b>Maintain</b>	This centers on the routine maintenance of your Oracle technology. It includes proactive management of your technology operating environments and the safe adoption of Oracle security and availability updates. We can also include regular Oracle license optimization reviews.
<b>Enhance</b>	Here we focus on driving continual improvement and evolving your Oracle system. This is where the Inoapps approach fuses ITIL, for structure, and Agile, for change velocity, to maximize the value you get from your Oracle technology investment.

Core Service Management is included in all services, with the others all being optional. This allows you to build your service according to your business needs. We then review your service selection together every year and adjust as needed, so that your services change alongside your business.

Find out about our overall Managed Services approach and commercial model, along with our other tailored services on our [Managed Services web page](#).

At Inoapps, we're always here to talk Oracle. Contact [askinoapps@inoapps.com](mailto:askinoapps@inoapps.com) for a 30-minute discussion with our Lead Service Architect to find out how these services would work for your organization.

## CONNECT WITH US

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