OMC: One answer on many questions
Facts

27
ESTABLISHED in 1991

2500
CUSTOMERS ACROSS MULTIPLE INDUSTRIES

2000
IMPLEMENTED LARGE IT PROJECTS

600
EMPLOYEES

LEADING POSITION in the Russian IT market as certified by Expert Rating Agency.

«TOP-10» Software development

«TOP-5 » Distribution companies

«TOP-10 » Consulting companies
Oracle Partner Cloud Center of Excellence
Oracle Authorized Solution Center

Daily tasks and duties

✓ Demo of Oracle Technologies
✓ Solutions Development
✓ Workload tests (PoC)
✓ DevOps
✓ Education
Case 1: Hosting FAQs

➢ How to be sure the platform runs?
➢ Is connection OK?
➢ How to minimize investments in monitoring?
➢ How to share this data with customer?
Case 1: Hosting FAQs

Customer Site

Private Cloud

SLA
Case 2: Answering DevOps FAQs

Where is the problem?

- *Its not my infrastructure its your application!*

- *Its not my application its your infrastructure!*

| Add new functionality | Stable system |
It worked good at development’s site
OMC is the answer

Problem: in Prod environment performance degrades dramatically. In Dev environment everything is OK.

How to fix?
OMC is the answer

Solution:
Application operation diagnosis using Oracle Application Performance Monitor and Log Analytics

Result:
1. Slow SQL, internally generated by APEX:

```sql
declare nlns number:=?; l_clob clob; lines htp.hbuf_arr; l_buff varchar2(?); l_clob_init boolean:=false; l_file varchar2(?); l_doc_info varchar2(?);
begin
    owa.get_page(lines,nlns):if(nlns->?)then for i in ?.nlns loop if(length(lines(i))>?)then if((lengthb(l_buff)+lengthb(lines(i)))>?)then if(not l_clob_init)then
        dbms_lob.createtemporary(l_clob,true); dbms_lob.open(l_clob,dbms_lob.lob_readwrite); l_clob_init:=true; end if; dbms_lob.writeappend(l_clob,length(l_buff),l_buff); l_buff:=lines(i); else
        l_buff:=l_buff||lines(i); end if; end loop; end if;if(l_clob_init)then
    dbms_lob.createtemporary(l_clob,true); dbms_lob.open(l_clob,dbms_lob.lob_readwrite); l_clob_init:=true; end if; dbms_lob.writeappend(l_clob,length(l_buff),l_buff); l_buff:=?; end if; begin?:=l_buff; exception when value_error then if(not l_clob_init)then
        dbms_lob.createtemporary(l_clob,true); dbms_lob.open(l_clob,dbms_lob.lob_readwrite); l_clob_init:=true; end if; dbms_lob.writeappend(l_clob,length(l_buff),l_buff); end;?:=l_clob;if(wpg_docload.is_file_download) then l_file:=?;wpg_docload.get_do...75 bytes - 382312377
```

2. Code is changed.

3. Problem is fixed in 2 days
Case 3: Cloud Services

- The best practices at the global level
- A team of highly qualified specialists
- A wide range of services:
  - Technical consulting, including the issues of migration of local solutions to cloud or hybrid environments
  - Technical consulting on software and hardware complexes
  - Services for operating the customer’s cloud solutions:
    - Remote control of applications
    - Support of efficiency, solutions for incidents and emergency situations
    - Fault diagnosis, software (SW) troubleshooting
  - Training of the customer’s employees
Uniscan/GS1 Russia
Moving to Cloud

TARGETS
Switch to Oracle high performance cloud infrastructure; instant elasticity; enhance availability and security of applications along with expanding number of IT services; DevOps of new services with controlled workloads and minimization of investments in infrastructure

Stages of Project
Database migration from on premise to Oracle CI

<table>
<thead>
<tr>
<th>Traditional in-house migration</th>
<th>Oracle Cloud Managed Service Provider (MSP) supervision and support</th>
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<tbody>
<tr>
<td>~3 months</td>
<td>2 weeks</td>
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</table>

RESULT

<table>
<thead>
<tr>
<th>Oracle DB Standard Edition</th>
<th>Oracle DB Enterprise Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited capabilities of Oracle Database</td>
<td>Full capabilities of Oracle Database</td>
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</tbody>
</table>
UNISCAN/GS1 Russia
Extended Support based on SLA

Best Database
In the world

Decreasing expenses
on IT support and
maintenance

Budget for new and
emerging
technologies

Oracle Cloud
PaaS
IaaS

Oracle Universal
Credits model

Center of
Cloud
Operations

FORS
Quality of core system opens new opportunities

Number of daily incidents decreased 10x in first 3 months
Revolution > Evolution

Oracle Management Cloud
Set of Heterogenic cloud services for 360° analyzing and monitoring of infrastructure, databases and application server levels

Convenient tool for online reporting on IT operation and statistics
C-level dashboards
3x faster Reporting
5x Reports

Big Data Machine Learning
Technical Consulting

Custom Development and Implementation of Software

Distribution: Hardware, Software, Cloud

Optimization & Modernization of IT Infrastructure

Cloud Services

Technical Consulting

Technical Support

Education

LARGEST DEVELOPMENT AND FIRST-LINE ORACLE SUPPORT CENTER IN THE CIS AND CENTRAL EUROPE

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