Get more from your Oracle support and start supporting complex production environments successfully with an Operational Support Review.

Navigating support and monitoring tools can be as complex as the production systems supported. Sierra-Cedar's WebLogic Operational Support Reviews apply experience across many Oracle middleware client engagements to develop scripts and procedures that help improve operational service level agreement compliance and work more effectively with Oracle Support. This service offering implements a reusable process and information gathering strategy, coupled with insight into how Oracle Support operates, to significantly reduce time-to-resolution for Service Requests (SR). As part of this engagement, Sierra-Cedar will review your current WebLogic support procedures, provide recommendations for improvement, and walk your staff through and document best practice procedures that are designed to improve productivity and results when working with Oracle support. The engagement also includes valuable prebuilt scripts that will quickly and easily gather all the information Oracle Support requires in SRs.

Summary of Services

- Deliver custom scripts to compile information needed for SR
- Prepare a single, custom playbook for operations to follow during production incidents
- Evaluate current support practices
- Review current information-gathering and issue-escalation procedures
- Conduct discovery sessions with admins, engineers, operations, and key stakeholders
- Review client documentation on support procedures
- Investigate current Oracle middleware open incidents and provide guidance on escalation path
- Explore Oracle Enterprise Manager 12c capabilities which are delivered out-of-box

Timeline and Scope

The Operational Support Review typically takes approximately two weeks depending on the Client environment and the ability of the Client team to provide access and gather the necessary information. To streamline this review, Sierra-Cedar provides an environment questionnaire that can be completed first or once the engagement starts. Sierra-Cedar consultants with Operations and Oracle middleware skills will review the environment, complete an Architectural Scorecard, and make recommendations for improvement.

Why Sierra-Cedar

Sierra-Cedar has been recognized as an industry leader in Middleware consulting with proven capability to plan, architect, implement, and manage robust Middleware solutions while also preparing a Client team to take ownership of the solution and continue to build upon it as needed. Our WebLogic Operational Support Reviews are delivered by implementation consultants who possess valuable hands-on experience, troubleshooting ability, and knowledge of industry best practices. **Contact us today to learn more and/or schedule your review.**

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Sierra-Cedar delivers industry-focused client success by providing consulting, technology, and managed services for the deployment, management, and optimization of next-generation applications and technology.