

Uptime. All the time.



Fact Sheet

Operating System Support

OSdirect



Operating System Support

Our OSdirect service provides support for the foundation of your Oracle or Microsoft database and Oracle E-Business Suite environment

All applications rely on an operating system to perform reliably and effectively and a database infrastructure is no exception. Maintaining and tuning a database without understanding the subtleties and behaviour of the operating system means that comprehensive support will seldom be achieved. dsp can offer support for the underlying operating system whether it is Microsoft Windows, Unix or any version of Linux to ensure that your Oracle database is working as effectively as possible with the operating system. Our expertise in operating system management also means that we can identify issues on the operating system by resolving or mitigating them at their root before they impact the database.

Supported technologies

Microsoft Windows Server family:	Linux Unix systems	HyperVisors (virtualisation)
<ul style="list-style-type: none"> ○ Windows Server 2000 ○ Windows Server 2003 (and R2) ○ Windows Server 2008 (and R2) ○ Windows Server 2012 32bit or 64bit 	<ul style="list-style-type: none"> ○ SUN Solaris ○ IBN AIX ○ HP-UX ○ Oracle Linux ○ RED HAT Linux ○ All other Linux releases 32bit or 64bit 	<ul style="list-style-type: none"> ○ Oracle Virtual Server (OVS) ○ VMWare ESX / vSphere ○ Microsoft Hyper-V ○ Solaris Zones

Your server, our speciality

OSdirect is a reliable, flexible and cost-effective service that provides operating systems support for Windows, Unix and NT platforms. As with all dsp services, OSdirect is supported by remote monitoring, alerting and pro-active maintenance, along with on-site visits and strategic consultancy and forward planning when required. Whether on-site, offsite or in the cloud, our 'work anywhere' ethos offers you the support your system needs at the lowest cost.

Reporting

Additionally, our capacity planning and server usage reports have provided invaluable insight into how our customers servers are developing and performing. This enables customers to pro-actively

plan for future growth, budget appropriately for changes, and more importantly stay on top of their game and ahead of their competition.

Key benefits at a glance:

- Custom housekeeping scripts ensure that log files are purged at the right time and that the storage utilisation is not left unchecked.
- With visibility of the operating system activities, dsp will have a complete picture of a database / E-Business Suite issue and be able to implement a resolution across the whole technology stack
- At a 'glance' reporting and monitoring - Our seamlessly integrated management of your operating system, with 24/7 access to our service desk and service portal, gives you a comprehensive system to monitor your estate and service level performance.
- Forecast trends to accurately set rate strategy - dsp can provide capacity and trend reporting. Knowing how far your existing operating system infrastructure can take your business is an invaluable insight, allowing you to drive your business strategy forward with confidence.
- Reduce time on administration - dsp can respond to standard operating system alerts such as CPU usage, disk capacity and runaway processes, resolving issues before they reach the database, reducing the negative impact on your database or E-Business Suite environment.
- Comprehensive health checks - Additional health checks ensure your operating system infrastructure is fit for purpose, building a pro-active action plan for your high-risk items.