Managed Services

Tharseo IT's Managed Services Offering presents a comprehensive suite of solutions tailored for organizations leveraging Oracle Cloud and Banner applications, ensuring optimal performance, security, and reliability across your IT infrastructure. Our offering encompasses three critical areas: Banner Application Managed Services, Oracle Database Managed Services, and Infrastructure Managed Services.

Our Offerings

Banner Application Managed Services

Tharseo IT specializes in the round-the-clock monitoring and maintenance of Banner modules and third-party applications across all production and non-production environments. Our services include:

- Continuous monitoring of key Banner modules and applications such as JobSub, Automic, Degree Works.
- Application of Banner patches to ensure your systems are up-to-date.
- Coordination with Ellucian Support for optimal management of Ellucian Solutions Manager (ESM), JAVA, Jenkins, and other critical components.
- Maintenance of key functionalities including BAM, AppNav, SSB, and Admin pages, alongside implementing security patches.
- Adoption and implementation of best practices in the governance of Ellucian Banner products.
- Development of application SLAs and monitoring of application performance to ensure adherence.

Oracle Managed Services

Our Oracle Database Managed Services guarantee 24/7 surveillance and maintenance of your database environments, offering:

- Proactive monitoring and optimization of database performance, including tablespaces and OS-level resources.
- Regular application of Oracle's Quarterly Patch Updates to maintain database integrity and security.
- Management of database users, privileges, and permissions, alongside monitoring and verification of backups.
- Implementation of Transparent Data Encryption for critical tables and collaboration with your development and security teams for holistic database health.
- Detailed monitoring to promptly address ORA errors, session blockages, and long-running SQL queries.

Infrastructure Managed Services

Tharseo IT extends its expertise to a full spectrum of Infrastructure Managed Services, ensuring:

- Continuous monitoring and optimization of servers (Windows, Linux), network and security components (LAN, VPN, IDS/IPS, SIEM, IAM, Firewall, Antivirus), and cloud environments (OCI).
- Deployment of monitoring tools such as Nagios, Dynatrace, Data Dog, and OEM for real-time insights.
- Comprehensive incident management to address and resolve issues across various complexity levels.
- Use of Terraform scripts for efficient infrastructure management and conducting quarterly load tests to ensure robustness.

Customer Ticketing Process

Our ticketing process is designed to be intuitive, accessible, and efficient, ensuring that our customers can easily report issues and track the progress of their resolution.

- Issue Reporting
- Ticket Triage
- Acknowledgment and SLA Notification
- Issue Resolution
- Resolution and Feedback

Service Level Agreements (SLAs)

Our SLAs are central to our commitment to providing reliable and timely service. These agreements detail the expected resolution times based on the priority of the issue, ensuring our responsiveness aligns with the criticality of the problem.

- Priority 1 (Critical): Issues causing significant business impact or system downtime are addressed within 2 hours.
- Priority 2 (High): Issues with a moderate impact on business operations are addressed within 4 hours.
- Priority 3 (Medium): Issues with minimal business impact are addressed within 8 hours.
- Priority 4 (Low): Minor issues and requests are addressed within 2 business days.

Priority Remediation Framework

Our priority remediation framework ensures that resources are allocated efficiently to address and resolve issues based on their severity and impact on the customer's business operations.

- Critical & High Priority: Immediate mobilization of our technical teams to resolve issues that significantly impact business continuity or data security.
- Medium & Low Priority: Scheduled resolution according to SLA timelines, ensuring these issues are addressed efficiently without compromising the resolution quality of higher-priority tickets.