PGC DIGITAL™

Your Success, Powered by Our IT Partnership

Reliable IT Infrastructure through PradeepIT's Infrastructure Management Solutions

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Overview

- **596+** Employees
- **6+** Global Offices
- **4+** Development Centers
- **14900+** Office Space

Clientele

- **70+** Global Clients
- **10+** Countries
- **85%** Clients Retention
- **10+** Industry Verticals

Achievements

- **210+** Products Engineered
- **260+** Applications Developed
- **5+** Awards
- **10+** Million Development Hours

Partners

aws

SAP

Microsoft

Google Cloud

Certification

Great Place To Work. Certified DEC 2024-DEC 2025 INDIA

Best Workplaces™ for Women Great Place To Work. INDIA 2024

CMMI level 3

Information Security Management ISO 27001 Certified

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Service Expertise & Specializations

- User Experience Design
- Digital Transformation
- Software Product Engineering
- Data Management & Analytics
- Blockchain, AI & ML
- Cloud & DevOps Infrastructure QA Services

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Our Capabilities

1
- IT Consulting

2
- Strategy Planning
- Execution Business
- Process Re-engineering
- IT Modernization

3
- Business Analysis
- Consulting
- Governance & Security

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Client Achievements

Delivered

500+ Projects

Worldwide Across

22+ Industries

Banking & Finance

E-Commerce & Retail

Education & E-Learning

Government/ Semi Government

Healthcare

Insurance

IT & Consulting

Manufacturing

Media & Entertainment

News & Publication

Supply Chain & Logistics

Telecom

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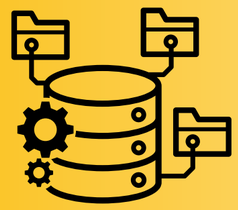
Solutions We Provide



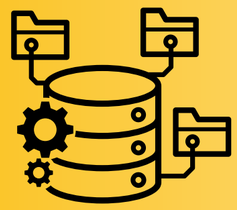
Comprehensive Database Management with Guaranteed Uptime

- Databases are considered a layer of infrastructure that sits atop the storage and operating system of a server.
- The database is a vital component of any organization, as it houses crucial data that is essential for storage and retrieval. It is used by organizations of all sizes to manage data for processes like ETL, analytics, and data science applications.
- Database management is a highly specialized task that includes monitoring the database and performing various activities to ensure optimal uptime and performance. Additionally, securing data is paramount for organizations, which is achieved using tools like DAM (Data Access Management) or AVDF (Advanced Data Fraud Detection).

Types of DB
RDBMS (Relational DB like Oracle, MS SQL, IBMDB2, Sybase) Opensource DB (Postgres, MySQL, Mongo, etc.)

Prospective Clients
All Industry Verticals/ Companies which use DB (BFSI, Retail, Pharma, FMCG, etc.)

Delivery Models
Onsite/ Remote/ Hybrid (as per client requirement).



Middleware Management Service – Managed Service – SLA / Uptime Driven Support

- Middleware functions as a vital layer in the infrastructure, positioned between the database and the application. It acts as a bridge, ensuring smooth connectivity and structured communication between the application and the database.
- It plays a crucial role in any organization by facilitating seamless connectivity and enabling concurrent access between the application and the database.
- Managing Middleware requires expertise, involving continuous monitoring and various activities to ensure optimal uptime and performance of the application.

Types of M/W
WLS, WAS, MQ, JBoss, Apache Tomcat, Ngnix, etc.

Prospective Clients
All Industry Verticals/ Companies which use internet-based applications (BFSI, Retail, Pharma, FMCG, etc.)

Delivery Models
Onsite/ Remote/ Hybrid (as per client requirement)

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Solutions We Provide

Technology Consulting, Projects, and Support – Managed Services, Time & Material, and Staff Augmentation.

Technology Consulting, Projects, and Support – Interconnected or Independent Offerings. Consulting may evolve into a project, which seamlessly transitions into ongoing support services.

Consulting

- Comprehensive evaluation and recommendation report covering the entire technology stack.
- Suggested architectural improvements and capacity planning using cutting-edge technologies.
- Development and presentation of a Proof of Concept (PoC) to validate the proposed solutions.

Categories of Consulting and Project Engagements

- Comprehensive Infrastructure Migration and Optimization Services
- End-to-End Migration Solutions: On-Prem to Cloud and Beyond

Talent Acquisition Solutions

Flexible Staffing and Resource Augmentation

- The Following Are Major Advantages for Clients
- Ability to support onsite DBA whenever required - CoE
- Per Day/ Month Rates/ Resource
- Easy replacement from internal team
- National coverage

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Key Differentiators & Service Overview

Cloud Computing
- Cloud Assessment Services
- Cloud Adoption Services
- Cloud Broker Services

Oracle EBS
- 24x7 End-to-End EBS Support
- EBS Module Implementation & Upgrade Expertise

Infrastructure Mgmt. Services
- SLA-driven Services
- BAU Support: O/S, DB, Middleware
- Datacentre Operations Services

Tech Consulting
- Architectural Design & Consulting
- Performance Optimization
- New Technology Evaluation
- HA & DR Consulting Implementation

App Management
- SLA-driven Services
- Resource Provision
- Shared/ Dedicated/ Resource Model
- All Technology Supported

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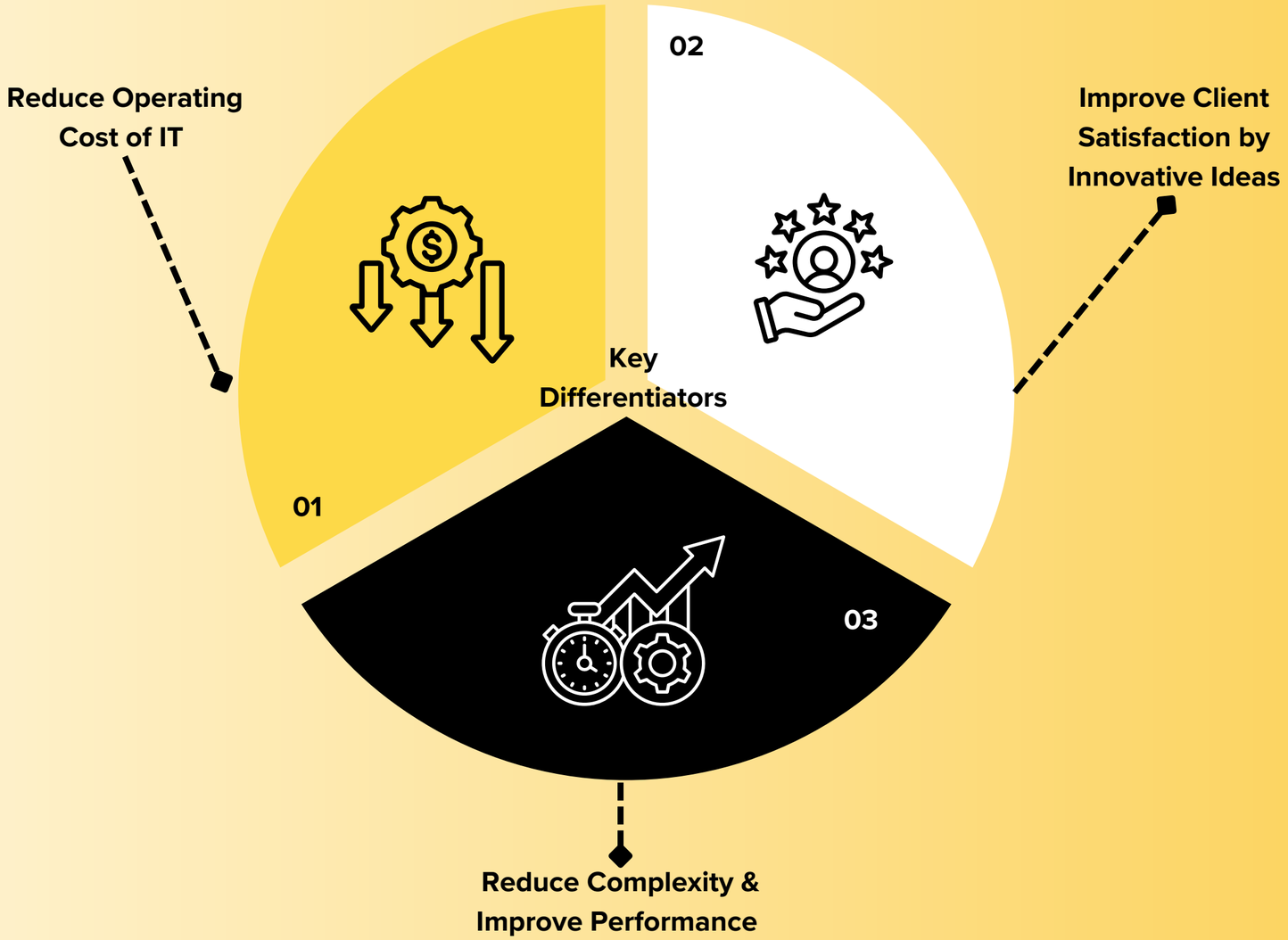
Differentiators & Services Snapshot



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Our Approach

Current Approach

- Consulting Approach
- Comprehensive Solution Design
- Apt Technology Selection
- TCO Optimization

Proactive Approach

- Understand Current IT Setup
- Study Future Roadmap
- Prioritize & Recommend Projects to Optimize TCO
- Optimize IT Investment by being Technology Agnostic

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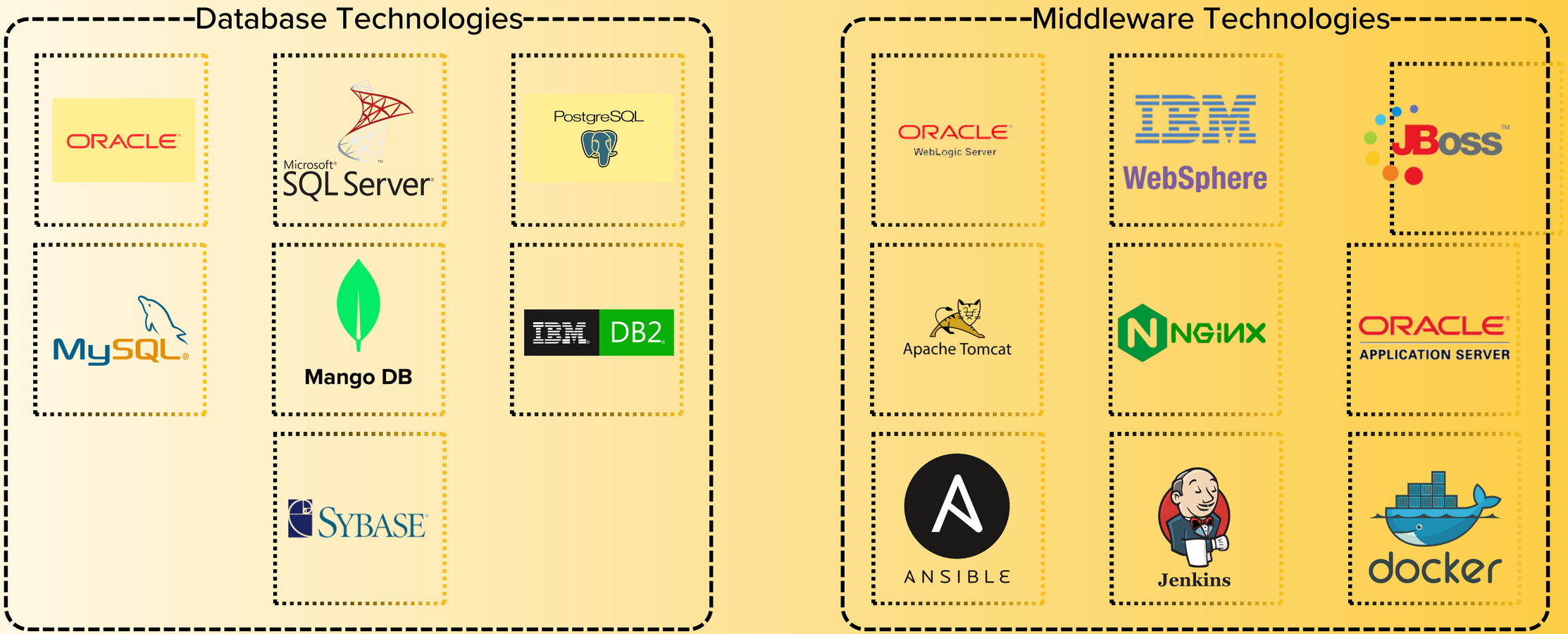
Database Technologies



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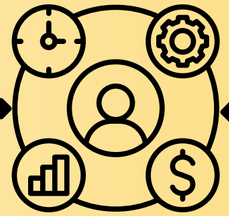
Service Overview (Key Highlights)

Database Administration Services

Effortless Database Management for Your Business
Tailored Database Solutions with Open and Closed Source Options



Managed Services

Comprehensive Middleware Support and Management

Supporting Leading Middleware Technologies for Enhanced Business Performance

Key Highlights

- Tailored Support Services: Onsite, Remote, or Hybrid as per Customer Needs
- Comprehensive SLA and Uptime Management with 24/7 Support Availability
- Tiered Service Levels: T1, T2, T3 for Efficient Issue Resolution
- Continuous Access to CoE, Resource Pool, and Knowledge Base
- Maximizing TCO Optimization through Expert Support
- Expertise in Database & Middleware Technologies for Seamless Operations
- Flexible Service Delivery with 24/7 Accessibility and Tiered Support
- End-to-End Support for Multiple Database and Middleware Platforms

Key Deliverables

- Server/ Database Monitoring
- Space Management
- Backup and Recovery Management
- Performance Management
- Installations/ Configurations
- Patch Management
- Service Request Management
- Security Management
- Audit Management
- Change Request

Key Differentiator

- Capacity Planning/ Consolidation
- Periodic study of System Infrastructure & guides on
- Industry’s Best Practices
- Version Upgrade Roadmap
- Technology Transformation Roadmap

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Managed Services - Capabilities

Methodology

Defining the Scope

Focus on Uptime with SLA

Proactive Performance Improvements

Documentations & Reports

Automating Routine Tasks

Assistance in Resolving Audit Requirements

Continuous Improvement

End-to-End Ownership

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Managed Services – Differentiated Approach

- End to End Ownership
- Team Composition
- 24 x 7 (Rotational Shifts)
- Knowledge Management
- Governance
- Service Level Improvement
- SLA/ SLO-driven
- Redundancy vs Response Time
- SME & CoE
- Process Driven
- Weekly, Monthly, Quarterly Review
- Lowered TCO

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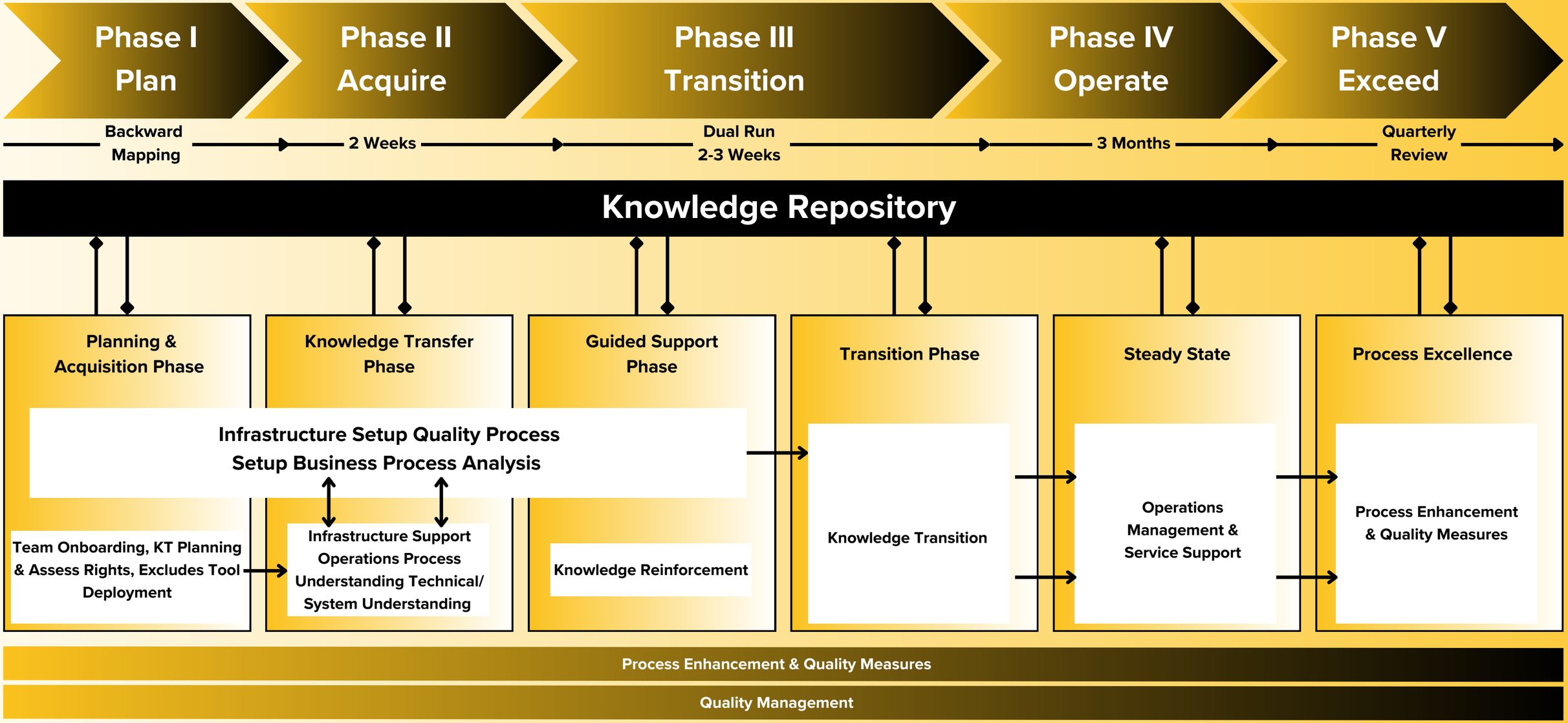
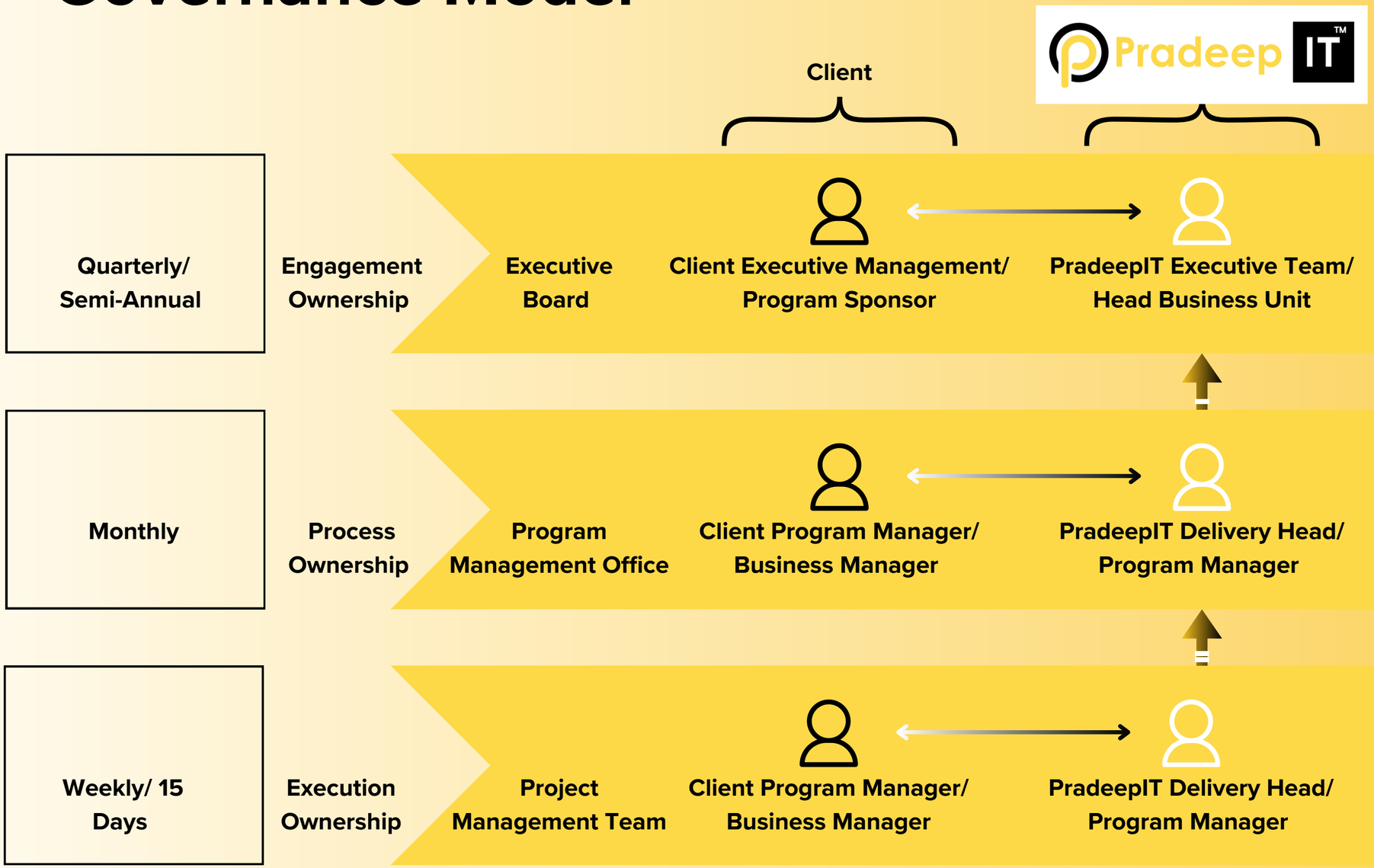
Proposed Transition Timelines



Governance Model



- Strategic Planning
- Executive Review
- Contract Amendment
- Policy and Procedure Definition
- Technology Transformation Roadmap

- Performance Evaluation
- Issue Resolution
- Relationship Management
- Escalation & Action Points from Previous Meetings
- Any Major Release or Change Request

- Project Management
- Issue Resolution
- Release Planning
- Change Management
- Continuous Improvement

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Comprehensive Technology Consulting and Project Solutions

echnology Projects – Capabilities

Pre-Project Activities

- Project Initiations
- Requirement Analysis
- Understanding of Final Goal
- Preparing the Solution to meet requirement
- Preparing Project Effort Estimation & Commercials

During Project Activities

- Preparing Project Plan with detailed Actions
- Project Executions and Managements
- Milestone sign-offs
- Hand holding Support
- Documentation

Innovative Technology Advisory Service

We assist clients in balancing their IT resources to keep pace with evolving technological demands. Our skilled professionals seamlessly collaborate with client teams to create tailored, effective solutions.

Key Deliverables

- Current State to Future State Analysis & Gap Identification
- Comprehensive Evaluation & Solution Recommendations for Full Stack
- Innovative Architecture & Capacity Planning Recommendations with Modern Technologies
- Proof of Concept

Key Projects

- Comprehensive Database Migration Services
  - In-Place Migration
  - On-Premises to Cloud Migration
  - Inter-Technology Database Migration
  - Database Consolidation
- Oracle Exadata and ODA Solutions
- Database Security and Performance Optimization
- Database Protection and Optimization Services
- High-Availability and Disaster Recovery Implementation
- Database Performance and Security Optimization
- Comprehensive Database Security and Performance Services
- Disaster Recovery and Security for Databases

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Responsibilities Across L1, L2, L3 Support Levels

L1 Roles

- Monitor and escalate event alerts to relevant teams while processing user requests for L2 and L3 support.
- Track database availability, instance status, and disk space usage.
- Oversee Oracle alert logs, transaction logs, and backup logs.
- Coordinate with application support teams and handle backup/recovery requests.
- Monitor performance metrics, address high CPU/memory utilization, and assist with application/query tuning.
- Manage database start/stop requests, user creation, and access control.

L2 Roles

- Address L1 escalated incidents within agreed SLAs using Run-Book for quick resolutions, and coordinate with support teams for linked issues.
- Troubleshoot cluster failures, ASM disk group issues, and DR-related problems.
- Manage ASM disk group additions and resizing.
- Escalate unresolved issues to L3 support.

L3 Roles

- Lead in management, prioritization, and enhancements, focusing on problem-solving, stability, and advanced configuration.
- Analyze technical issues and implement permanent solutions.
- Implement RAC, ASM, and Data Guard for database failover and conduct switchover/failover activities.
- Address unresolved issues from L2 support.
- Develop backup, recovery strategies, and plan database upgrades/migrations.
- Design physical and logical database structures, including CPU, memory, and storage capacity.
- Create security policies, audit plans, and handle database recovery and corruption issues.
- Design databases for high availability and resolve clustering performance issues.
- Manage data transport across platforms and evaluate DB-related software.
- Administer third-party DBA tools.

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CMMI Level 3

Inspired by Passion. Powered by Innovation.

596+	10+	500+	85%
Professionals	**Industries**	**Clients**	**Client Retention**

Thank You

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