dbi FlexService COMPONENTS

What is a component?

ECM & Middleware	Database	Container platform / O.S
• WebLogic (Managed Server) • JBoss (Server) • TomCat (Server) • Apache HTTP (Server) • Wildfly (Server) • Documentum Repository • Alfresco Repository • M-Files Vault	• Oracle: database (DBID)* • MS SQL (instance) • MariaDB (instance) • MySQL (instance) • PostgreSQL (instance) * Only CDB for multitenant, except RMAN and Cloud Control repositories	• Kubernetes cluster (Vanilla, Rancher, OpenShift, Tanzu) • Linux Operating System (Oracle Linux, Red Hat, SUSE, Ubuntu, Debian)

See *D-DBI-E-20190924-001-ECM-MW-Component_Definition.pdf* for more details about ECM & MW components

See *D-DBI-E-20200103-001-MSSQL Server-Component_Definition.pdf* for more details about MS SQL components

See *D-DBI-E-20220105-K8S-ComponentsDefinition.pdf* for more details about Kubernetes components

See *D-DBI-E-20230724-Linux-Component_Definition.pdf* for more details about Linux components

dbi FlexService EXTENSIONS

Support around the clock

Get 7x24 support
> Excluded technologies: Alfresco, JBoss/Wildfly, Cloud tenant

Incidents triggered by
> Customer calls
> Monitoring alerts (critical only)

1st & 2nd level support

No extra factor invoiced when 7x24 extension subscribed

7x24

dbi FlexService EXTENSIONS

High Availability

Oracle

- RAC
- Data Guard
- Dbvisit Standby
- Grid Infrastructure
- Other Failover Clusters

MS SQL

- Availability Groups
- Failover Cluster
- Log shipping
- Mirroring
- Replication

Middleware

- WebLogic Cluster
- JBoss/Wildfly Cluster

PostgreSQL

- Streaming replication clusters
- Patroni

MariaDB & MySQL

- Severalnines ClusterControl
- MySQL replication

ECM

- M-Files Multi server mode
- Alfresco
- Documentum

HA

dbi FlexService EXTENSIONS

Operating System

Get support down to the Operating System level

Supported for
> Oracle Linux
> Red Hat
> SUSE
> Ubuntu
> Debian
> Windows Server

OS

dbi FlexService EXTENSIONS

Security

Available for Oracle, MySQL & MariaDB, PostgreSQL, MSSQL

Security extension includes	Audit trails	Security Check	Remediation
Flex +	👍	🕐	🕐
Flex ++	👍	👍	🕐
Flex +++	👍	👍	👍

Security

> Audit trails : Activation of security auditing on the component

> Security Check : Yearly security review of the component

> Remediation : Implementation of the findings resulting from the "yearly security review"

Please note : Quarterly patches reports are delivered by default in all FlexService contracts, installation of advised patches are not included