

dbi FlexService COMPONENTS

What is a component?

ECM & Middleware

- WebLogic (Managed Server)
- JBoss (Server)
- TomCat (Server)
- Apache HTTP (Server)
- Wildfly (Server)
- Documentum Repository
- Alfresco Repository
- M-Files Application Server

Database

- Oracle: database (DBID)*
 - MS SQL (instance)
 - MariaDB (instance)
 - MySQL (instance)
 - PostgreSQL (instance)
- * Only CDB for multitenant, except RMAN and Cloud Control repositories

Container platform / O.S

- Kubernetes cluster (Vanilla, Rancher, OpenShift, Tanzu)
- Linux Server (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

- > See Extensions availabilities slide

Incidents triggered by

- > Customer calls
- > Monitoring alerts (Selected metrics only)



1st & 2nd level support

No extra factor invoiced when 7x24 extension subscribed

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
- Galera Cluster
- Percona

ECM

- M-Files Multi server mode
- Alfresco
- Documentum



HA

dbi FlexService EXTENSIONS

Operating System

Get support down to the Operating System level

- > See Extensions availabilities slide

Supported for










- > Oracle Linux
- > Red Hat
- > SUSE
- > Ubuntu
- > Debian
- > Windows Server



dbi FlexService EXTENSIONS

Security

See Extensions availabilities slide

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



- > 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

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