DEVERG®

THE WORLD'S BEST

CONSULTANTS PROVIDING
ULTIMATE PEACE OF MIND FOR
YOUR CRITICAL DATABASES

THE BIG PROBLEM

Regardless of the industry, every large business today gets their competitive edge from maximizing the use of technology and data. Frequent changes to the business needs require quick response with zero disruptions. To meet this challenge and stay on top of the ever-evolving technological landscape, businesses increasingly depend on external consultants and System Integrators to staff their IT departments.

If the external consultants are junior or average at best, the business suffers. Objectives can't be met, mistakes are made and the frustration grows beyond the IT department into every part of the business.

Several Enterprise businesses choose large System Integrators (SI's) who rely on low cost, inexperienced resources to deliver complex database solutions and over time, that just doesn't work.

PROBLEMS INCLUDE:

(!) MAKING MISTAKES
Mistakes with your critical systems directly affect productivity. A lack of trust in the Systems Integrator's ability to deliver creates an air of uncertainty that makes planning challenging.

(!) CAUSING DELAYS
Projects are delayed due to mistakes and the trial and error approach to problem solving.

(!) SPIRALLING COSTS
Project budgets suffer as costs increase due to rework, management fees and fault fixing.

(!) MANAGEMENT OVERHEAD
Simple tasks become mini projects increasing management costs and causing further delays.

(!) CONFIDENCE IN IT DROPS, FRUSTRATION KICKS IN
Incompetence of the external consultants cause a loss of confidence in the entire IT department's ability to deliver. This is especially challenging for the permanent internal IT team whose loyalty is tied to the business and will be with the business long after the external consultants have moved on.

ABOUT D[E]VERG

Deverg Global is an IT consultancy specialising in Databases, Cloud managed services and Cyber Security, Founded in 2021 by Erik Dvergsnes. Backed by decades of experience, Deverg is rapidly becoming an internationally recognised and trusted provider of enterprise-grade IT consultancy and solutions.

Our clients got tired of working with low-skilled workers, resulting in project delays, missed deliverables, cost increases, and long time frames.

They trust us with their data because they don't want to take any chances with their critical systems. They need quality, reliability, and flexibility – and that's what we provide. We've proven time and time again, that using a small team of highly skilled workers, sometimes even a single expert, yields a far better ROI than a large low-skilled workforce.

THE DEVERG SUCCESS - THE TEAM!
WE ATTRACT AND RETAIN THE TOP TALENT

Some of the worlds leading companies trust Deverg for a seamless and reliable handling of their most critical systems, and we don't let them down.

The secret behind our consistent success is a growing team of the world's best consultants with an average of 15 + years of experience. We embrace diversity in our recruitment, and we are strong on the culture to create a Safe workplace where solving complex problems is part of the daily routines and is done fast by exchanging ideas and asking for help when needed. Our consultants really enjoy working in a high achieving team – it is like being part of a Formula 1 winning team, all working in unison with meticulous planning and perfect execution.

Everyone in the company are behind our chosen partner B1G1 where we have decided to give 1% of our revenue to. With the help of B1G1 the money is split equally between these chosen United Nations Development Goals: 2="Zero Hunger", 4="Quality Education", 9=Industry, Innovation and Infrastructure".

As Diversity and Corporate Social Responsibility (CSR) program is core in our culture we are making sure we not only attract the best consultants technically, but that they also share the same ideas and values as the rest of us, to make a difference and do good in the world.

- ✓ EXCELLENT REMUNERATION
- ✓ SHARE OPTIONS
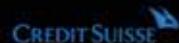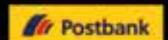- ✓ PROFIT SHARE SCHEME
- ✓ INSURANCES
- ✓ EDUCATION AND CERTIFICATION
- ✓ HOLIDAY HOMES AROUND THE WORLD

DEVERG® SOLUTIONS ARE TRUSTED BY

OUR 5 STEP PROCESS

Problem solving is an art and a science and requires an approach that is both exploratory and systematic. Our 5 steps process provides a framework that allows just that. It allows experts to bring their unique creative expertise and techniques to the job, and creates transparency and documentation to ensure business continuity and smooth handovers.

1

PROBLEM SUMMARY

Give us a short summary now of a problem or solution we can help with.

2

EXPERT SELECTION

We consult in the team to find the best expert for the job who will digest the problem and go much deeper.

3

FACT FINDING MEETING

We have a follow up meeting with some key people from Deverg and the client.

4

PROPOSAL

We will provide a written proposal on how we solve the problem and create the solution the client is happy with.

5

PROJECT LAUNCH

Upon approval, work begins. We deliver the solution within the agreed time line.

ABOUT THE FOUNDER

Erik Dvergsnes is a Database Architect with nearly 30 years of experience consulting for fortune 500 companies. He is a proud winner of The Oracle Cloud Architect of the Year for Europe, Middle East & Africa. Erik is now focusing on his lifelong ambition of creating the world's best IT consultancy company, which is rapidly becoming a reality.

OUR SERVICES

CLOUD MIGRATIONS

Whatever your goals or business outcomes are for migrating to the cloud, our experts will help you as a client move your systems in a smooth, robust, and secure approach. We do this on time & budget.

DATABASE AS A SERVICE (DaaS)

With our DaaS service we take care of all parts of managing your databases making sure they are always available when the business needs them and to the performance they want. With the peace of mind that your databases are in good hands, you get to focus on what really matters in your business.

CYBER SECURITY

Let us help you navigate through the increased security threats in today's cyber space. We will help you build a strategy to reduce risks from increasingly sophisticated, modern day threats.

DESIGN & ARCHITECT

Designing Cloud or on-premises application and/or database architectures to improve existing or build something new. Our experts can optimise and create what you want using technology that will support your business for the future.

TROUBLE SHOOT & PERFORMANCE TUNE

The experienced specialists at Deverg can help you with your worst database nightmares. We can help you from recovering from crashes and data-loss and also do root cause analysis to design sustainable fixes and improve performance.

BIG DATA AND ANALYTICS

Our BI Data experts help you turn your data in to your most valuable asset. They can help you unlock new opportunities and gain profitable insights in to your business with comprehensive data analytics tailored to your business.

HELPING ONE OF THE LARGEST INDEPENDENT LISTED OIL COMPANIES IN EUROPE FIX A CRITICAL BUG – SAVING MILLIONS OF DOLLARS

Aker BP's vision is to be the leading exploration and production company within oil and gas. They will achieve this by producing the natural resources with low emissions and costs, while at the same time creating jobs and values for both their owners and the broader Norwegian society.

Measured in production, they are one of the largest independent listed oil companies in Europe. They have big plans for the future, which include further growth and a desire to improve the oil and gas industry.

THE CHALLENGE

Aker BP was experiencing critical issues with their asset management system which was running on an Oracle database. During heavy workloads their system would freeze, bringing business processes to a standstill. Multiple sessions would start blocking each other making the asset management system unusable for hours.

BP had one of the larger System Integrators (SI's) to manage their database stack and they had looked at this issue for many months, but not been able to find the root cause. The only possible workaround the Database Team came up with, was to start killing database sessions, one by one, hundreds of them, until almost all were killed and then the application started to work again. This of course meant deep frustration amongst the business users who lost their connection and had to re-do some of their work again. This issue was getting worse and worse over the last months when more users were using the system and the amount of data grew. Something had to be done urgently before this problem would trigger an offshore platform shut down, losing the company around one million US dollar every hour of downtime.

Even the system supplier who had written the code, could not identify the root cause and was suggesting the client should give the database more CPU, more Memory, but that did not help.

THE SOLUTION

The IT manager contacted Erik Dvergsnes, our CEO, and asked for help. Erik reached out to one of his veteran trouble-shooters who has a remarkable track record of solving unintelligible problems with Oracle databases.

Our expert hit the ground running started looking deeply into the databases, running traces, and observing the problem over the 2 days following his deployment. Within 48 hours he had discovered the root cause bringing a sigh of relief across the board at Aker BP.

The problem originated in the application logic that was putting a time-stamp on some database records which wasn't released, causing a deadlock. Our trouble-shooter also provided the code fix that was needed, which the application vendor was very happy for and tested and implemented and now the system was operating normally.

Our expert not only saved Aker BP lots of frustration and anxiety, but his insights prevented the need to shut down the system which would have cost Aker BP one million US dollars an hour

THE RESULT

The Aker BP processes were running smoothly once again. The morale was restored across the multiple business units. Our work to identify the problem and providing the solution to the application vendor spared other clients for the same issue, avoiding stress and possible saving millions of dollars.

CLOUD MIGRATION FOR LEADING GLOBAL POST PLACEMENT TECHNOLOGY SPECIALIST

Our client (let's call them Post-Placement PRO) is a globally recognised specialist offering a unique web-based technology in the Fintech industry, specifically for brokers and carriers for insurance premium and claim management. Since their launch more than a decade ago, they have created a growing online global user community, all connected to this central, scalable and shared-service. Collectively they exchange tens of thousands of messages each year involving millions of pounds of premium and claim movements.

Their unique web based platform aims to improve cash flow, maximize profits and improve cash flows for their customers. It also provides round-the-clock access and user friendly tools for interactive communication to transmit and transform data using ACORD standards. Other built in features of the platform include interactive communication tools making it a go-to solution for hundreds of entities internationally.

THE CHALLENGE

Post-Placement Pro (PPP) was using a third-party hosting which was presenting various challenges to the growth and adoption of their web-based platform. They had reached the limit of what they could get out of their third-party hosting and needed to start thinking about migrating to Public Cloud.

The urgency to move towards a better solution required PPP to look for a reliable platform and partner with a track record of implementing mission critical solutions quickly without compromising on security, seamless service, and a flexible scalable solution. Deverg Global as partner was the perfect fit and we got to work quickly.

THE SOLUTION

Based on PPP's requirements for scalability and security requirements, Oracle Cloud Migration was suggested by the experts at Deverg as the most suitable option. Deverg put together the cloud migration team and soon we were ready to go.

Our consultants are well versed in industry best practices and techniques honed over years of experience and were able to meet the requirements and complete the migration successfully with minimal downtime. Once deployed, thorough testing was carried out until the migration could be fully signed off.

We never leave our clients in the lurch and our Database as a Service (DaaS) program ensures that you have support and solutions always available to you even beyond the teething phase of the deployment.

THE RESULT

PPP now enjoys a much more flexible infrastructure that is suitable for their growing customer base. The world class security offered by Oracle not only puts PPP at ease but also helps strengthen the confidence of their customers in their platform. Partnering with Deverg's (DaaS) program they not only have consistent support; they also consistently save money by ensuring the most optimal use of the resources on the cloud.

ORACLE BACKUPS SUPPORT FOR LEADING REMOTE MONITORING AND CONTROL BUSINESS

Our client, who we will call Remote Monitoring Maestro (RMM) to protect their identity, has been at the forefront of the remote monitoring and control business for over thirty years. They improve operational efficiency and reduce costs, enabling their customers to meet their regulatory reporting requirements. The customer is at the heart of everything we do and RMM implements some of the most innovative solutions available on the market.

THE CHALLENGE

Onset of a trend in shrinking IT budgets made it difficult for some of their customers to retain skilled resources necessary for upkeep and maintenance of their Oracle databases. Since RMM's application runs on these databases, their customers started turning to RMM with a barrage of queries and support requests to effectively manage their systems.

Customer success at RMM is central to their values and the opportunity to extend additional support to their clients was welcomed. Primarily the problems seemed to cluster around backups not completing in time or network bandwidth constraints in moving lots of data around. To make matters more difficult, each customer additionally had a different setup and required a detailed investigation into the backup configuration before assistance could be provided.

A standardised approach toward back-up processes became necessary. RMM would need a bespoke process designed and built for Oracle databases and that's how they got in touch with Deverg.

THE SOLUTION

Deverg used their proven process to get all the facts together and deployed the most suitable expert, from their pool of some of the world's best, to design the solution. Using Oracle Recovery Manager (RMAN) scripts were built, tested, and documented, and the backups were changed from daily full backups to incremental and only full back up in the weekend. This solution was perfect for RMM's entire customer base and could be rolled out across all client sites. The scripted solution was very well documented, standardised, and easy to use. This new solution could handle all the standard backup-restore requests without the need for expert help.

The new backup solution not only gave the client the highest level of recovery in case of a major outage, it also drastically improved the performance across the network and big savings on storage costs.

The new backup solution was so well scripted and documented so after the handover and training the RMM's client were now able to manage this process completely by themselves.

THE RESULT

Deverg consultants draw from decades of experience, tried and tested routines already been running in production environments, and this was brought into the solution at RMM. This enables Deverg's world class team to empower their clients by making this collective experience available to them.

Most solutions we are asked to deploy have already been tested and proven in multiple production environments.

RMM's team now enjoys the peace of mind and mental space necessary to improve their platform instead of fire-fighting poorly designed backup process. The new automated backups are much smaller in size saving bandwidth and no need to buy extra storage as

CYBERSECURITY COMPLIANCE WORK FOR GLOBAL OIL, GAS & RENEWABLES COMPANY

Our client turns natural resources into energy for 170 million people worldwide. They are operating in 36 countries leveraging strong synergies between oil, gas, renewables, carbon capture and hydrogen.

Committed to long term value creation, our client is creating lasting changes in how the industry works. They do this by constantly innovating to simplify and standardise their activities with which they will break new ground and devise ways of working in a smarter, better, and simpler way

THE CHALLENGE

Our client plans to integrate a DrillTronics system to its drilling operations. The system automates the drilling process and allows drillers to improve the efficiency and safety of their operations. This is accomplished by monitoring drilling operations and taking remedial actions ranging from safety changes to a complete halt of the drilling process to avoid serious problems.

The system after integration should implement a set of security requirements (taken from IEC 62443) provided by the client. The main goal of the requirements is to protect the system from security attacks that could have consequences such as:

- Potential loss of life or production.
- Environmental damages.
- Regulatory violations.
- Compromise of a safety system.

THE SOLUTION

Deverg is currently conducting the following to help the client ensure compliance with their security requirements:

- Develop an inventory of assets (System Under Consideration).
- Conduct High Level risk assessment to identify areas of high risks and provide recommendations on how to mitigate the risks.
- Group assets into zones and conduits as recommended by IEC 62443.
- Assign Target security levels to zones (SL-T).
- Conduct detailed level risk assessment.

THE RESULT

By helping our client implement their security requirements and handle identified risks, the damaging consequences related to production, health, safety, and environment caused by cybersecurity attacks can be avoided or reduced to the minimum.

EXCEPTIONAL IS NOT AN END RESULT. IT RUNS THROUGH EVERYTHING WE DO, AND EVERYTHING WE STAND FOR.

We would be ecstatic to have you as a customer and if there is any more information we can provide, please let us know.

To have a short call to get to know each other, please just book an appointment, direct in my calendar:

https://calendly.com/erikdvergsnes/15-min-catch-up

No work is too small or too big for our team!

Thank you
Erik Dvergsnes