



Efficient Database Management Solutions.

Case Study of a Fortune 500 Manufacturing Company

Case Study

Wissen simplifies database management and saves millions of dollars for a Fortune 500 Manufacturing Company.



The Client

A global leader ranked among the top 10 companies in the world, offers a wide range of medical information and technology solutions. The company deployed state of the art ERP, OLTP, E-business and Custom applications that use Oracle Database running on UNIX and NT platforms. The client needed assistance in managing and monitoring terabytes of data spread across hundreds of databases. These databases required responsive support and 24 / 365 availability to ensure optimum performance.

The Challenge

Ever growing size of databases, increased complexity through influx of data pouring in from variety of applications, demand for high speed transactions, need for vigilant 24 / 7 support and efficient database management in a most cost effective model were the prime challenges faced by client.

The client's Oracle DBA team was already overburdened with various activities and was unable to strategize, implement and improve the performance of the databases. Responsive support was a key area where the client DBA's effort were proving insufficient to the operational demands. Routine database administration activities were hampering the productivity of the DBA's.

Client realized the need for additional resources to consistently manage their databases and provide high level of support to ensure overall productivity. The challenge for the client was to identify an alternate solution to the conventional strategy of hiring expensive full timers / contractors besides deriving a cost effective and secured model to meet its database management requirements.



The Solution

Wissen designed a combination of onsite-offshore remote database management solution model that provided the client with a comprehensive solution to meet all its immediate and future requirements, Wissen's solution offered a team of Oracle Certified DBA's with extensive experience in managing high magnitude of databases and secured 24 / 365 support from its offshore facility in India. Wissen developed an effective remote management strategy in collaboration with the client's internal DBA team.



Wissen started the association with the client by providing support for a few databases for 40 hours a week. Immensely convinced by Wissen's technical expertise, commitment and proactive approach, the client expanded the support arrangement and steadily offloaded many of its OTLP, ERP, Datawarehousing and Custom built application databases.

Wissen's proactive management approach ensured maximum uptime and avoided harmful impact on the client operations. The alert DBA team at Wissen, constantly detected potential risks and problems in the database environment and offered corrective measures to the client consistently. Today, Wissen efficiently manages over 200 databases round the clock resulting in huge cost savings and business efficiency for the client.

The Role

Wissen partnered with the client to create a dedicated remote database management facility in India. Wissen's expert team of Remote DBA's perform all the functions of a conventional DBA and played a vital role in efficiently managing the client's databases. Some of the key tasks include:

- ✓ **24/7 Support for over 200 databases**
- ✓ **Database Installation and Configuration**
- ✓ **Proactive database tuning**
- ✓ **Space Management**
- ✓ **Backup/Recovery Planning and Verification**
- ✓ **Performance Tuning**
- ✓ **Resource monitoring**
- ✓ **Database Integrity Check**
- ✓ **Emergency Alerts**
- ✓ **Risk Management**
- ✓ **Daily, Weekly and Monthly Status Reporting**
- ✓ **Disaster Recovery planning**
- ✓ **Coding and Scripting**
- ✓ **Bug Fixing and applying Upgrades**
- ✓ **Database Migration**



The Result

Wissen's Remote Database Management services helped the client achieve remarkable savings through its expertise and cost effective resources in India. The extended offshore facility gave the client the flexibility and scalability to meet the requirements.



Wissen assured 24 / 365 availability, reliability and performance of client databases, Proactive management and quick response time.

Wissen services created significant increase in overall productivity, operational efficiency and increase in business revenues for the client. With the Wissen Advantage, the client achieved maximum cost and work benefits without comprising on the security and control on its IT environment.



Reach us today to know how we can help you add more value to your business.

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