

MANUFACTURER ACHIEVES “BEST PRACTICES” DATA INFRASTRUCTURE MONITORING AND MANAGEMENT



Industry:

Fortune 500
Manufacturing Company

Customer Benefits

- The customer's e-commerce databases are up and running smoothly.
- The new web sites were completed on-schedule, without putting a strain on existing employees or hiring additional staff
- The customer ensures the 24x365 reliability, availability and performance of its e-commerce data infrastructure for a business critical project

Manage the Business

- In-house staff members are not stretched to support an environment that requires support around the clock. As a result, they can accelerate their progress on strategic, revenue-driving initiatives

Background:

The customer, a division within a Fortune 500 manufacturing company, was rapidly developing and rolling out e-commerce web sites for numerous brands and utilizing Oracle database servers running on UNIX and NT platforms. The customer needed to rapidly augment the Oracle expertise of its current staff to assist with the architecture, design and migration of these database systems. In addition, ongoing, responsive support would be required to ensure system availability for the e-commerce databases as the new sites were pushed into production.

Challenges:

The need for effective data infrastructure management (Data IM) continues to expand as e-commerce databases increasingly handle more transactions at high speeds. The customer's internal technical support staff was already utilizing standard tools to perform general data infrastructure monitoring activities for the Oracle environment. However, the support capabilities of these tools were limited and did not interface with UNIX. The customer was busy supporting other projects and organizations within the company and could not devote the resources to provide 'round the clock infrastructure monitoring and management.

The customer's internal staff was also being pulled in many different directions and was unable to provide the level of responsive support that the project demanded. Due to time and budgetary constraints, the customer wanted to avoid growing the Oracle skills internally or hiring additional full-time staff or contractors. As a result, a comprehensive solution was required to meet immediate needs – cost-effectiveness, 24x365 data infrastructure support, and topflight technical professionals with Oracle expertise.

Data Intensity Solution:

Data Intensity's dbaDIRECT's ONguard IM® services, which integrate the most advanced technology, automation, best practices, and architecture, proactively monitored and managed the data infrastructure 24 hours a day, 365 days a year. The customer relied on dbaDIRECT's Oracle expertise to meet the critical monitoring and interfacing requirements for the project. As the new web sites went into production, dbaDIRECT detected potential problems in the Oracle environment and performed the necessary corrective actions to ensure high reliability and responsiveness of the environment to business needs.

About Data Intensity

Data Intensity is the leading independent provider of managed and cloud consulting services for enterprise databases and engineering systems, applications, business intelligence solutions and analytics. The company combines best-of-category technology, world-class services, a flexible business model, and deep-rooted expertise gained from hundreds of successful deployments. Our mission is to cost-effectively support the full scope of a customer's enterprise data lifecycle. Contact us for more information. Copyright © 2017 Data Intensity, LLC. All Rights Reserved.