

ACHIEVE SIGNIFICANT PERFORMANCE IMPROVEMENTS AND EFFICIENCIES WITH FULL TECHNOLOGY STACK PROVIDER



Industry: Healthcare

Benefits

- Strategic partner for full technology stack support enabled vendor consolidation
- 24x7 dedicated global team
- Deep range of expertise to guide migrations and proactive management of systems and environment
- Ability to realize capacity and efficiency in the cloud
- Scalable infrastructure to grow with changing needs

Solutions

- Data Intensity Oracle Engineered Systems
- Data Intensity Application Managed Services
- Data Intensity Database Managed Services
- Data Intensity Infrastructure Managed Services
- Data Intensity Technical Services
- Data Intensity Functional Services

A multi-billion-dollar healthcare and diagnostics firm develops and delivers leading-edge clinical diagnostics, imaging and testing systems that save and extend patients' lives. The company's comprehensive healthcare and diagnostics business demands many IT technologies and systems to support research, manufacturing and delivery operations. Approximately 6000 employees around the world depend on daily, 24 x 7 access to mission critical Oracle databases and Oracle EBS Suite along with the evolving infrastructure and use of Oracle's technology portfolio for seamless performance, scale and efficiencies.

Challenges:

GROWTH AND AGING INFRASTRUCTURE STRAINED GLOBAL ACCESS TO APPLICATIONS

The rapidly expanding firm has always depended heavily on IT technologies to support medical development, manufacturing and supplier operations positioned in nearly two dozen locations around the world. With its undersized on-premises facility that could no longer handle further expansion, the rapid pace of change in their increasingly large and complex IT environment required modernization of an aging database and adding several Oracle applications to keep up with the company's operation efficiencies and demands.

The ability to scale infrastructure capacity and efficiently support the growing global business led the IT team to consider how they might move some of the infrastructure into the cloud. They concluded that an upgrade, migration and technology investment with a private cloud component for mission-critical applications could empower the data users to make better decisions, create products faster and streamline budgeting and forecasting.

New skills and staff would be required for the massive upgrade and expansion, including any additional Oracle applications to support operations. They sought a third-party outsourcing solution that could create detailed roadmaps for the application implementations, database migrations and managed services required to support capabilities outside the internal team. They would also need guidance prioritizing the addition of database application technologies required to stay competitive.

Solutions:

STRENGTHENING THE TECHNOLOGY STACK YIELDS SIGNIFICANT BENEFITS

Several years previously, the company used Data Intensity to implement the full E-Business Suite in a record 9 months and afterwards, outsourced its managed services needs to Data Intensity. Witnessing the technical expertise first-hand and offering a broad range of services including hosting solutions and cloud managed services, the company would see Data Intensity as a strategic partner during each juncture as migration and infrastructure decisions were being made. To scale infrastructure capacity, Data Intensity moved the company's mission critical applications and databases from the company's data center to Linux on Data Intensity's Private Cloud hosting facility, with its purpose-built Oracle ERP infrastructure and economic cloud solution. Additional applications run on a Data Intensity-managed AWS environment. This effort delivered performance, automation and scale benefits and vastly simplified license management and compliance requirements.

Later, the company embarked on another infrastructure refresh to optimize database performance. The company once again tapped into Data Intensity's expertise and experience to design, implement and manage the migration from Linux to Exadata's Engineered System, running on the Data Intensity Private Cloud. In this way, they eliminated patching complexity due to incompatibilities across discrete compute, storage and network architectures by replacing them with a single integrated environment built to work together smoothly and inexpensively, while boosting performance.

MANAGED SERVICES PROVIDE ECONOMICAL SOLUTION

To keep up with the growing company and the need for operation efficiencies, over time, the company invested in other Oracle applications including Agile, Hyperion, OBIEE, Siebel, SOA and Oracle Procurement. With Oracle as their main platform provider, the IT team realized it fell short of the depth and breadth of knowledge needed to run the multiple Oracle applications efficiently. The company chose Data Intensity as the managed services provider. It reasoned that the Data Intensity team with deep experience and proven skill sets could more effectively manage the full stack of applications, databases and infrastructure than if they hired additional internal staff.

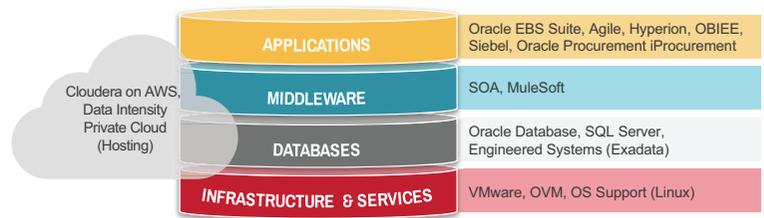
Results:

FULL STACK TECHNOLOGY PARTNER MEETS COMPANY'S EVOLVING NEEDS

The company's Vice President of IT summarized his company's partnership with Data Intensity saying, "With Data Intensity's managed services, the company can support its users much more effectively around the globe, across the technology stack, including infrastructure and services, databases middleware and applications. Data Intensity is known for their very responsive support," he said. "We are grateful to have them as an extension of our internal IT team. Their technical and functional expertise in has been invaluable in supporting our mission critical applications and databases with an end-to-end solution. By choosing a strategic partner with a broader scope of services we've been able to consolidate multiple vendors to just one – no finger pointing, no gaps in service and great economies of scale."

In summary, Data Intensity has guided the company through 6 acquisitions and IT system integrations, conducted 3+ migrations and upgrades, managed 40+ databases and 7 Oracle applications including non-relational databases. The company's Oracle environment can readily scale to meet to changing circumstances, and new, advanced technological capabilities can be added without disrupting day-to-day operations. With a strategic partner, better business decisions can be made faster and scaling managed support is possible with maximum economy.

FULL STACK MANAGED SUPPORT



About Data Intensity

Data Intensity is the leading independent provider of managed and cloud consulting services for enterprise applications, databases and analytics. Our expertise in infrastructure and platforms helps organizations optimize the value of their software investments and business processes, achieving higher availability, performance, velocity and scalability. We provide a complete portfolio of lifecycle services including strategy, implementation, upgrade, and ongoing support, across platforms – on-premises/private, public and hybrid cloud. Our services combine best-of-category technology, world-class services, a flexible business model and deep-routed expertise gained from partnering with over 650 customers. Contact us for more information.

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