



CASE STUDY



Utility Company Gains Reliable, Proactive Services Against Security and Performance Threats

About the Customer

A utility company IT department must function 24x7x365. The Oracle Engineered Systems platform is designed to optimize Oracle Database performance and accelerate operations, yet internal teams lacked the time to maintain version compliance, thereby exposing infrastructure to security and performance threats and putting the business and workloads at risk.

Client Challenges

- A combined Oracle Engineered Systems and Database/OS environment with commodity hardware that dragged down the intended Oracle security and performance value.
- Internal teams struggling with vendor support scheduling.
- Mismatched database patch sets.

To address these challenges, Data Intensity implement an Oracle Database Upgrade Solution, Patching Services and Managed Services.

Customer Outcomes

- A modest, fixed monthly investment to avoid costly exposure and risk.
- Reduced patching times and time-to-release.
- Improved security and flexibility.
- Services delivered by certified, Australia-based, Oracle Engineered Systems and Database/OS specialists.

Customer Quote

"As a business, our patching regime used to be a major headache for our internal teams. With the time constraints of working with a small internal team and having to deliver both projects and BAU, it left very little time for us to complete the necessary patching required on our Oracle Database, operating systems, and infrastructure. By leveraging the DI Australian and global teams, we are now able to have patches completed on schedule, therefore reducing our security risks, keeping up with our SLAs, and allowing IT to focus on adding value back to the business." – Infrastructure Manager



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– Infrastructure Manager

About Data Intensity

Data Intensity is an Oracle Strategic MSP and Microsoft Gold partner delivering managed services for the complex lifecycle of Oracle-powered workloads. Offering a complete portfolio under one roof, we provide full-stack, technical, and functional application managed services on any cloud.

Additionally, we maximize and future-proof our clients' Oracle investments through effective license position assessments and cloud-independent migration services. Learn more at www.dataintensity.com.