Ai American Industries®

AMERICAN INDUSTRIES® GROUP UPGRADES TO ORACLE DATABASE 19c TO ACHIEVE ENHANCED PERFORMANCE & SECURITY

Industry
Manufacturing & Distribution

➢ **Data Intensity expertly implemented an Oracle Database Upgrade Solution.**

➢ **Data Intensity is a leading Oracle Certified Partner.**

➢ **Data Intensity supports tens of thousands of applications and databases globally and is a full-stack Oracle expert.**

About the Customer

American Industries® Group is a private Mexican company established in 1976 that has helped over 200 international companies successfully start up and grow their manufacturing and distribution operations in Mexico.

Customer Challenge

American Industries is an Oracle E-Business Suite (EBS) and Oracle Database customer, however the customer was using multiple older release versions in one EBS instance for two non-production databases. Product functionality was outdated and certain certifications and support were expiring. Desupport meant loss of technology upgrade, yet also loss of security-configuration, security-documentation, security-bug, and critical-patch updates. Optimal performance, predictable service, and overall security were at risk. A database upgrade was needed to recapture investment value, support, and protection. Oracle Database 19c features new enhancements as well as a long-term support commitment. The company opted to upgrade with Data Intensity.

Data Intensity Solution

Data Intensity is a full-stack Oracle expert with more than 20 years of proven Oracle technical and functional services, including in support of Oracle Database. Data Intensity already had an established relationship with American Industries. The customer assessed that Data Intensity was best placed to offer the most suitable Oracle Database solution for its client. With Data Intensity's direction, American Industries decided to upgrade its disparate Oracle Database versions to 19c. 19c is a long-term release from Oracle; 19c was issued with five years of Premier support and three years of extended support. In addition, 19c is packed with advanced capabilities that deliver both enhanced performance and security over prior versions.

Benefits

Beside the 11g, 12c, and 18c EBS and Database version desupport issues as the primary project drivers, there were many positive reasons why it made sense for American Industries to upgrade to 19c. Some of these benefits include:

- Security-Configuration, Security-Documentation, Security-Bug Updates
- Critical-Patch Updates
- Automatic Indexing
- Automated Testing of Query Plans
- Active Data Guard DML Redirection
- Easy Connect Enhancements
- Previously Chargeable Features Now Free-of-Charge
- Improved EBS Functionality.

The American Industries 19c upgrade project was executed with no issues and delivered on schedule in accordance with the proposed timeline. Two iterations were performed, as planned, for testing purposes. Weekly meetings were conducted to present project progress and provide updates from the technical team and regarding the project-plan execution. The Database 19c upgrade provides American Industries active Oracle support in one of the latest database releases and also opens the door for new projects associated with Oracle EBS.

Following project completion, American Industries awarded Data Intensity with a perfect 10 out of 10 rating in all areas of the work, including for:

- Project Management
- Project Team
- Business Value, and
- Customer Satisfaction.

Data Intensity is an industry-leading Oracle Managed Services Provider delivering world-class expert managed services for the complex lifecycle of your Oracle-powered workloads. Offering a complete portfolio under one roof, Data Intensity provides full-stack, SLA-backed, technical and functional application managed services on your cloud of choice. Our unique differentiation future-proofs your investments in Oracle technologies and applications – from effective license position assessments to cloud-independent migration services, to 24x7 technical operational managed services and functional adaptation of your E-Business Suite – to optimally power your business.

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