



Cost-Saving Solution Helps Support Expanding Infrastructure



You manage the business,
we manage the infrastructure.

Case Background

As one of the largest credit card issuers in the world, the customer relied on its data infrastructure to process customer and credit card information. Continuous database availability and throughput were vital to the success of the business. Due to the operating requirements of a variety of business-critical applications, the firm's internal IT department was trying to manage a growing number of databases running on a SQL Server platform. While the company employed a large staff of Oracle experts, SQL Server was not a core technical competency of the organization.

Business Challenge

In today's global economy, information is the life-blood of corporations, especially in the financial services industry where the influx of financial and customer data streams 24x365. Since its core technology competency was Oracle, the company needed to augment its technical skills to support the expanding infrastructure running on SQL Server. It was a simple "make versus buy" decision – either invest the time and money to hire and train additional in-house SQL Server professionals or utilize the services of a data infrastructure management (Data IM) provider. A huge staffing investment would break the budget. And the organization was not willing to give up complete control of the entire infrastructure in a traditional outsourcing arrangement. This is the modern Data IM dilemma.

dbaDIRECT® Solution

dbaDIRECT's Continuous Service Assurance delivers a cost-effective solution that includes comprehensive data infrastructure support. With dbaDIRECT, the customer gained 'round the clock management of the SQL Server environment plus access to dbaDIRECT's entire team of certified experts, who were able to perform all necessary and critical duties – maintenance, tuning, backup, recovery and more. dbaDIRECT also provided the customer with real-time trend reports and summaries via its online clientDIRECT® Portal to facilitate more proactive planning of future system modifications and upgrades.

Industry:

Fortune 500 Financial Services Corporation

Customer Benefits

- Scalable data infrastructure
- 24x365 support
- No new resources to hire & train
- Continuous database availability
- Retain IT control
- Predictable annual budget

Manage the Business

The customer's expertise was applied to leveraging the use of their valuable data assets throughout the enterprise, rather than on tedious day-to-day Data IM activities that were not a core competency.

dbaDIRECT® is the pioneer and leader in data infrastructure management services. Enterprise IT organizations turn to dbaDIRECT to gain significant increases in service, quality, consistency and coverage.

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