



Manufacturer Achieves e-Commerce Excellence through Data IM



You manage the business,
we manage the infrastructure.

Case 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 Windows 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.

Business Challenge

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-effective 24x365 data infrastructure support and skilled technical professionals with Oracle expertise.

dbaDIRECT® Solution

dbaDIRECT's Continuous Services Assurance (CSA) solutions, leverages the ONguard Platform which integrates the most advanced technology, automation, best practices, and architecture. The service proactively monitors and manages 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 to business needs.

Industry

Fortune 500 Financial
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.

Cincinnati based 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.

7310 Turfway Road Suite 300
Florence KY 41042
Toll Free | 877 687 3227
FAX | 859 283 7860
www.dbadirect.com