



DBA Support Case Study

Leading multinational manufacturing company

Client

Client is a leading manufacturing organization with worldwide manufacturing sites. It has over 20 field/sales offices and the distributor's network spread all over India.

Business Challenge

The client's Oracle database was deployed on the unix platform and was a critical component of the ERP system. The database size was over 100 GB with over 500 concurrent users and tens of thousands of transaction per day.

The client was facing a number of challenges:

- Increased the reliability of the database and bringing it to current supported version
- Mitigate any risk with backup processes
- Improve performance on the given hardware to sustain more transactions
- Provide 24x7 response to any issues.

Suma Soft Impact Solution

Suma Soft established an action plan for the client and deployed our oracle DBAs to implement the following action plan in a phased manner.

- Implemented an automated backup policy
- Implemented database in archive log with its maintenance
- Tested backup by recovery from backup on test environments
- Migrated to latest version of database
- Performed advanced database performance tuning

Results Achieved

Within the first 3 months of taking over support for the database all critical risks were mitigated.

The backup policies implemented reduced the risk of data loss to zero. Additionally the testing of backup and recovery enabled the client to be assured of recovery within reasonable time frame. The performance tuning of the database resulted in increased transaction being processed per day and an average increase in productivity of over 30 percent.