

## International Shipholding Corporation

International Shipholding Corporation (ISC), through its subsidiaries, is engaged in various types of waterborne freight transportation. ISC is a water transportation specialist providing unique solutions to the needs of their diversified customer base with emphasis on medium to long-term contracts and charters.

### Business Challenge

- ❖ To provide onsite DBA services at ISC
- ❖ To provide DBA services 24 hours/day, 365 days/year
- ❖ To help instruct and guide ISC staff on best practices for the management of their database systems that support production operations

### Idhasoft Solution

- ❖ Pro-active monitoring setup
- ❖ Implemented best practices for database management
- ❖ Implemented High Availability Dataguard solution

### Technologies Used:

- ❖ Oracle Enterprise Edition 10g database, HP-UX B11.11 , Data Guard
- ❖ Comprehensive subscription plan covering ISC 24 hours/day, 365 days/year

### Benefits & Key Features

- ❖ Substantial Cost savings as result of end-to-end database support provided by Idhasoft's DBA team for both production & test database systems
- ❖ Eliminates the need for gap coverage during sickness, vacation, and training that a full time DBA would require
- ❖ Reliable and knowledgeable source to depend on for questions /concerns 24x7
- ❖ Faster response time to user issues
- ❖ Overall lower TCO
- ❖ Experienced DBAs ensuring the systems are running optimally, thereby making efficient use of hardware resources

### Client Commendations:

7 can honestly say Idhasoft has gone above and beyond my expectations. I had a good feeling when we first started, and have been extremely pleased ever since. I told one of your perspective clients that I feel you are all sitting in a cube next to me. When I need you to answer a question here or there you're there. When I have a critical issue, you're there. If there's something I need Idhasoft to handle because of a time constraint, Idhasoft is there...."

*Alex C. Durosky, Unix / Database Administrator, International Shipholding Corporation*