

Leading Timeshare Company

The client provides vacation homes to owners from all 50 states and from 100 countries throughout the world.

Business Challenge

- ❖ No Backup strategy in production
- ❖ No Disaster recovery strategy
- ❖ No DBA support available
- ❖ Critical technical issues leading to loss in business revenues
- ❖ SSO issues with users
- ❖ System downtime issues - multiple times in day
- ❖ Security policies was not defined
- ❖ No processes in place for production access & troubleshooting production issues

Why Idhasoft - Value Proposition

- ❖ Certified team of Oracle professionals
- ❖ Real-Time industry experience of more than a decade
- ❖ Proven tested methodology
- ❖ Flexible Support Model
- ❖ Experience working with application vendors and integrating best practices into the database
- ❖ Deep knowledge of high availability technology

Technologies Used:

Oracle Applications 11.5.10.2, Oracle 11g, 10g & 9i, RHEL, OID

Idhasoft Solution

- ❖ Complete database management strategy defined and implemented
- ❖ Implemented backup strategy with RMAN
- ❖ Grid Control implemented
- ❖ Cloning & refreshes process defined & implemented
- ❖ 24x7 DBA Ongoing Support

Benefits & Key Features

Business Benefits:

- ❖ Availability increased to 99.99%
- ❖ Security policies implemented
- ❖ Increased business revenue with reduction in downtime

User Benefits:

- ❖ Process put in place & un-warranted downtime issues resolved
- ❖ Faster turnaround time

System Benefits:

- ❖ Overall lower TCO as Idhasoft's DBA24x7 team support all 20 databases

Overall Result:

Idhasoft has been able to secure increased business in terms of subscription plan on long term basis.

Our Retail and Supply Chain Solution Customer

"Idhasoft has been a trusted partner of ours for years now. Not only do they understand the Oracle licensing, but they take the time to understand our business needs. Time and again, they always seem to come through and save us tremendous amounts of money, especially around Oracle licensing. Their Oracle licensing knowledge is second to none! They made it so easy for us."

*Kate Schafer, VP of Enterprise Systems Technology
Epocrates Inc*