

## SVTC

SVTC is a leading independent semiconductor process-development foundry. Integrated device manufacturers (IDMs) and fabless semiconductor companies face multiple challenges with novel silicon development. Both need more cost-effective and rapid means to translate concepts into production-ready form.

### Business Challenge

- ❖ To help instruct and guide SVTC on best practices for the management of their database systems that support production operations
- ❖ To provide DBA services equivalent to that of a full time employee locally onsite at SVTC
- ❖ To provide DBA services 24 hours/day, 365 days/year

### Why Idhasoft - Value Proposition

- ❖ Solid experience in providing support 24x7
- ❖ Certified and highly experienced team of support professionals
- ❖ Real time experience in troubleshooting issues and supporting production environments
- ❖ Experience working with application vendors and integrating best practices into the database
- ❖ Deep knowledge of high availability technology

### Technologies Used:

Oracle 10g database, Windows 2003 server, High availability non-RAC cluster running Microsoft Cluster Server, Oracle Fail Safe, Oracle Enterprise Manager Grid Control 10g, NetApp shared disk

### Idhasoft Solution

- ❖ Pro-active monitoring setup Implemented Enterprise Manager Grid Control
- ❖ Implemented best practices for database management
- ❖ Comprehensive subscription plan covering SVTC 24 hours/day, 365 days/year

### Benefits & Key Features

#### Business Benefits:

- ❖ Substantial cost savings with 14 databases being supported by Idhasoft's DBA team
- ❖ Eliminates the need for gap coverage during sickness, vacation, and training that a full time DBA would require

#### User Benefits:

- ❖ Reliable and knowledgeable source to depend on for questions /concerns 24x7

**System Benefits:**

- ❖ Overall lower TCO
- ❖ Experienced DBAs ensuring the systems are running optimally, thereby making efficient use of hardware resources

## Our Portal Solution Customer

*"Our sales reps are excited about the benefits of this technology. For the first time, they can quickly view commercial inventory quantities and access product updates and news in one single location—allowing them to focus on better serving our customers."*

*Pat Stephenson, Systems Development Manager Rheem  
Manufacturing*