

## LEADING DESIGNER & DISTRIBUTOR OF APPAREL, ACCESSORIES AND FRAGRANCES

### 24X7 DATABASE SUPPORT WITH AUTOMATION OF ALERTS & TICKETS REDUCED TO ZERO FOR DEADLOCKS

#### CUSTOMER PROFILE

##### INDUSTRY

Manufacturing - Durables

##### REVENUE

\$422M

##### EMPLOYEES

2,000

##### ITC SERVICES

- Managed Services
- Database Administration

##### APPLICATION & TECHNOLOGIES

- Oracle EBS

#### THE SCOOP

A Leading designer, distributor and licensor of a broad line of high-quality men's and women's apparel, accessories and fragrances was seeking expertise for end-to-end administration & support for EBS 12.1.3 database, Production, Development and Test environments. Our long-standing Oracle expertise delivered for database upgrade, Disaster Recovery, OS platform migration, & a complete technical upgrade for EBS gave PEI confidence to choose ITC amongst other competitors.

Customer's core applications runs on Oracle Retail solutions including Oracle Retail Merchandising System, Oracle Retail Price Management, Oracle Retail Sales Audit, Oracle Retail Allocation, Oracle Retail Store Inventory Management, Oracle Retail Point of Service and Oracle Retail Central Office.

Today ITC is one of the 7 certified CSPE partners in North America with expertise to consult, build, operate and manage critical applications on Oracle Cloud Infrastructure.

#### CHALLENGES

- Build a database administration system & architecture that that is scalable to accommodate increase in users, data storage , and able to resolve issues faster
- Maximize performance, stability and security of critical database with proactive database management with Real time performance monitoring and alerts
- Upgrade the version of Oracle Database being used by client Ensure round the clock database support

#### SOLUTION

- DBA managed services for Production, Development and Test environments on Windows and Linux OS
- 24x7 monitoring, Log/Track file management and alerts
- Advanced applications Administration including Management and Patching
- Code migration, Clones & Refreshes
- Pro-active Daily, Weekly and Monthly checks for optimal performance
- Quarterly security path analysis, health checks growth analysis and recommendations
- Manage Oracle relation for troubleshooting and resolution of issues

#### RESULTS

- Significant performance improvement with 24x7 access to database administrators
- Non-Value Work for DB Team removed
- Automation of Alerts, Tickets reduced to Zero for deadlocks
- Risk Reduction - DB Team did not need to log into the server to get information.
- Handled sudden transaction spikes with optimal database performance.

#### ITC ADVANTAGE

- ITC's deep expertise in Oracle applications for consulting, build, deploy & manage all under one roof
- ITC's deep expertise in Oracle EBS, enabled fast deployment of DBA services for accelerating productivity
- ITC's effective change management ensured business continuity without any disruption to daily operations