

ATLAS
SYSTEMS

SUCCESS STORY

Case study





Business Problem

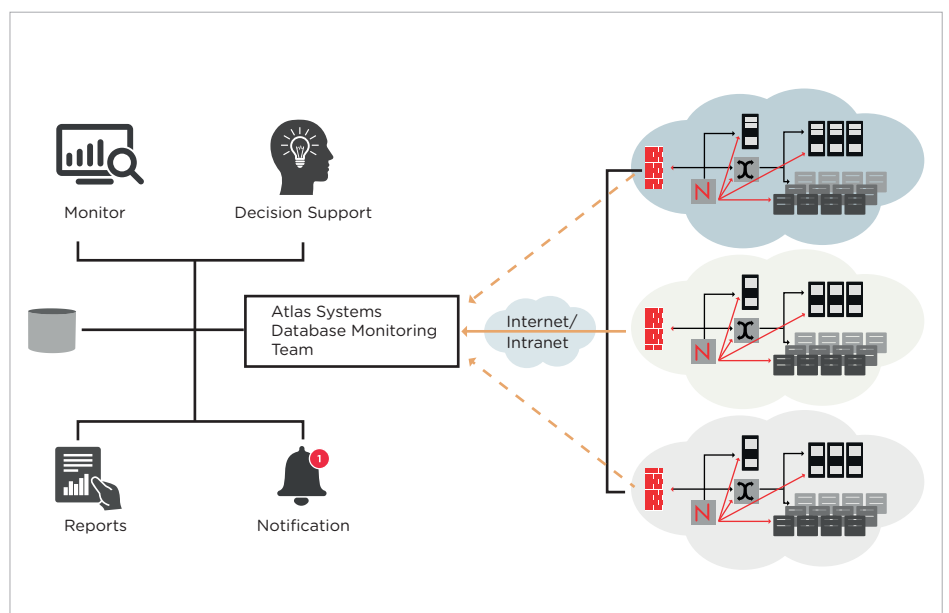
This Life Sciences Company has over 6,000 Oracle and SQL database instances deployed worldwide, with many running mission-critical business applications. They wanted to improve customer service levels, better availability, and provide advanced support to important systems. They also required the ability to comply with Sarbanes Oxley regulatory requirements.



Solution

Atlas Systems identified and deployed a database management and support model:

- Aligned with industry best ITIL framework, deployed onsite-offshore model with skilled resources (DBAs with both Level-3 & Level-4 skills sets)
- 24x7 Oracle/SQL Server Database Monitoring, Administration and Troubleshooting services
- Automation of most of the existing manual processes resulting in significant cost savings and maximum productivity





| Value Adds

- 24X7 Hybrid - Onsite-Offshore support model ensured round the clock coverage reducing the business loss occurring due to unplanned downtimes
- Considerable savings in time and improved efficiency due to automation and SQL query optimization
- Process streamlined by advocating ITIL framework
- Automation of the DB growth chart report leading to fewer servers to manage and lower licensing costs



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