

Petmate CASE STUDY

Executive Summary:

Petmate, through its subsidiaries and brands, provides pet products including collars, leashes, kennels, carriers, toys, houses, and accessories. It is a leading provider of pet products in the World.



The Problem:

Petmate was looking for a reliable technology vendor to take care of the Database and EBS administration. They were looking for someone who can take care of both technical as well as functional aspects and who can work round the clock.

The Solution:

They were scouting for a reliable partner and during that phase they reached out to their immediate network of contacts asking for a recommendation for a reliable vendor. That's how one of Doyensys' existing customers who had a very good experience recommended Doyensys to Petmate and the conversation started. Doyensys understood the needs of the company and worked out a robust process that will solve their problems.

The Process:

Doyensys followed the following process in order to achieve appreciable success with this project. Three senior professionals from the Database support and two experts from the EBS Technical support were part of the project to provide uninterrupted service. The team took proactive initiatives in proposed cutting edge best

practices and went on to successfully implement them. The only focus of Doyensys is deep expertise in Oracle Technologies and this came in a huge help in solving the problem that Petmate faced.

The Impact:

Doyensys successfully upgraded the Oracle E-Business Suite 12.2.8 which ensured that the Petmate EBS system in support compliance till end of 2023. Doyensys helped to purge 247 Million records from the history table. This helped them gain over 30 GB from database storage level and this majorly improves the performance. Earlier they had to wait up to 10 minutes on average for retrieving information and thanks to the solution offered by Doyensys, the same tasks can be performed under 10 seconds. Doyensys was able to provide 24/7 support for Petmate's daily activities.

Harnath Kanakalonu, Chief Technology Officer of Petmate said, *"Doyensys has been an awesome technology partner for us. One of the greatest assets is their technical skills. Their technical expertise is one of the best in the industry. I would recommend Doyensys in a heartbeat."*