



US BASED FLOWER RETAILER CASE STUDY

Introduction:

A US-based floral and gourmet foods gift retailer and distribution company happened to meet Doyensys at an Oracle conference. The company was looking for a technology partner who would provide 24X7 support. The CIO happened to meet Doyensys representatives in the meeting, and the conversation took off from there.

They chose to go ahead with Doyensys as their technology vendor after evaluating the company's Oracle expertise and employee skills.

Objective:

The US-based company offers 24X7 services to its customers. Keeping up with this, they required their in-house staff to deliver constant support. Consequently, their US-based DBA's had to work at odd timings, and at times, for long hours.

They were looking for a vendor who could resolve this challenge by implementing a mixed-team model. They needed the vendor to work on ticket resolutions and taking on-call on a rotational basis. More than anything, they wanted the vendor to offer proactive support during their peak times.

Challenges:

When Doyensys started working with the company, several challenges faced us. Here are the top ones.

- 1 The number of tickets was high when the work began. It meant several users were waiting for support.
- 2 The system had performance issues, and that impacted the system performance.
- 3 We identified a need for monitoring scripts on the servers. They would detect system failures and irregularities in time.
- 4 OEM configuration and database creation with standby configuration.

Solutions:

When Doyensys started working, ten people were involved in the project. Currently, the team includes seven people. The team has the following breakup - 4 DBA's, two developers, and one WebSphere admin. The plan is to add two more developers to manage the increased scope of work.

The team saw the immediate need to resolve the high number of tickets that were queued up. As it was impacting the business, the team divided the user tickets and prioritized event-level tickets. They developed an order of priority to ensure the highest quality of service and business continuity.

Secondly, the team proactively started monitoring the production and database servers. They started noticing the repeated work that was coming in and focused on fixing everything that could lead them towards success.

Doyensys also worked with them and developed software systems for their order management process.

Impact:

Doyensys achieved success by resolving all the important pain-points for the clients. The team worked on performance issues, which resulted in the program to run much faster on their servers. The team also enabled shell script for their major work like cloning, switchover, etc. The team also ensured proper and regular documentation for future reference.

Doyensys worked on 5 Production database Failovers once during their peak time. The live production was not able to access one datacenter, and Doyensys stepped in to resolve the situation. It allowed them to run their business smoothly during that timeframe.

Finally, the team did not witness any changes, and the same people continued to represent Doyensys. It was a significant advantage, and the client has acknowledged and appreciated Doyensys for it.

Doyensys has been working with the client for the past ten years. Owing to the technical expertise of Doyensys, the client has appreciated our efforts in migration, upgrade, switchover, DR rebuild, and for troubleshooting issues during peak time.

With appropriate decisions taken at the right times, Doyensys has ensured the best services to the client.