

Swift Recovery and Minimization of Downtime for Petmate's Production Systems on OCI



Client Overview:

Petmate, a leading manufacturer of pet products, runs its critical enterprise systems—responsible for Financials, Shipping, Supply Chain, Inventory, and Warehouse Management Systems (WMS)—on Oracle E-Business Suite (EBS) 12.2 with an Oracle Database 19c, hosted in Oracle Cloud Infrastructure (OCI) in the Phoenix region. The availability of their production environment is essential for the business, especially during high-demand periods such as Amazon sales events.



Challenge:

Recently, a hardware failure in OCI storage caused a corruption in Petmate's production database storage, resulting in an unplanned outage of their production application and significant disruption to their operations. This failure occurred at a critical time, with active shipping transactions in process, making the situation highly sensitive.



Situation Overview:

The issue was identified on Wednesday, with immediate action Doyensys team brought down the production application to safeguard data integrity & prevent further potential issues.

Doyensys' team quickly diagnosed the problem and set-up a War-room with a combined Customer & Doyensys team to actionize recovery options.

Recovery Options Presented

Doyensys reviewed the situation thoroughly and presented several options to Petmate, with each scenario clearly outlining the pros and cons:



Restoring Database Backup in New Hardware in Phoenix:

Estimated to take 15+ hours due to database encryption, which significantly increased the restore time.



Restoring Database and Applications in the Disaster Recovery (DR) Environment:

Though the issue was temporary and Oracle was expected to provide a resolution soon, converting both the database and applications to DR was not advisable, as it would impact ongoing shipping transactions.



Restoring Database in DR While Keeping Applications in the Primary Region:

This approach provides faster restoration of applications with minimal disruption to business processes and ensures zero data loss. However, it may introduce some latency issues.

Solution:

After consultation with Petmate's team, Doyensys recommended and implemented the third option: restoring the database in DR while keeping the applications in the primary Phoenix region. This hybrid approach minimized the impact on active shipping transactions and **reduced overall downtime by approximately 10 hours** compared to other alternatives. The restoration process was completed within 5-6 hours, allowing Petmate to resume operations quickly.

Post-Restoration Actions:

After 13 hours of successful operations in the hybrid setup, the business prioritized restoring their production database back to the Phoenix region, ensuring continuity in their primary environment. Doyensys' Subject Matter Experts (SMEs) were engaged to devise and execute the detailed plan for this transition.



Execution:

01

The team worked Efficiently by Parallelizing Tasks, Smartly by minimizing Future patching downtime needs to build a standby database in Phoenix.

02

After thorough testing, the team performed a failover and reconfigured the applications back to the Phoenix region.

03

The entire process was completed in 9.5 hours, with 41% reduction in downtime (7 hours of downtime against planned 12 Hrs).

Results:

The delighted customer, on account of minimal disruption to business, resumed business as-usual post recovery with no major application/data /system issues reported by customer.

Key Outcomes:

Reduced Downtime

Doyensys minimized the disruption to Petmate's operations, reducing overall downtime by 50 hours during the incident and by an additional 18 hours through proactive patching.

Optimized Recovery

The hybrid approach ensured that key business transactions continued with minimal delays.

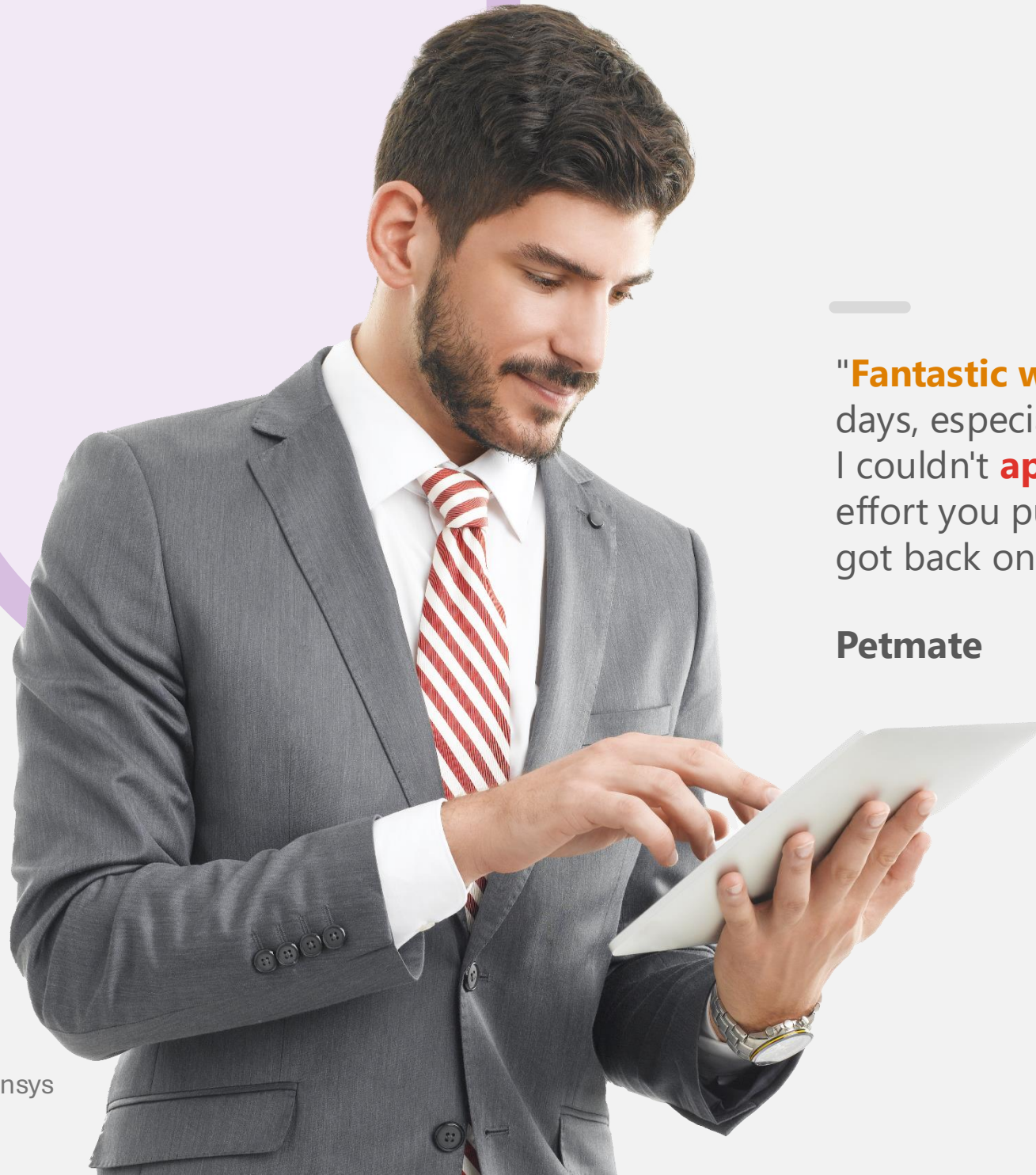
Future Readiness

By upgrading the environment during the process, Doyensys helped Petmate future-proof their systems and reduce potential downtime for upcoming updates.

Conclusion:

Doyensys, an IT services and consulting company, delivered exceptional value by swiftly responding to the crisis, providing expert guidance, and executing a well-planned recovery process that minimized the impact on Petmate's business. By focusing on proactive solutions and efficient resource management, Doyensys demonstrated its commitment to adding value through its services, helping customers like Petmate maintain business continuity during critical events.





"**Fantastic work** the last couple of days, especially last evening. I couldn't **appreciate more** the effort you put in to seeing that we got back on track."

Petmate