

Leveraging Oracle Cloud to Modernize IT Platform and Improve System Operations & Performance

LEADING U.S. OFFICE SUPPLY RETAILER

This retailer has over \$11 billion in annual sales, 38,000 employees nationwide, and 40% market share in the retail office business. They needed to modernize & simplify their IT infrastructure to accelerate their omnichannel growth strategy and reduce TCO.

OPPORTUNITY

The Retailer wanted to modernize and simplify their IT infrastructure, reduce operational costs, and enhance the performance of their Oracle E-Business Suite (EBS) Financial, Supply Chain and Human Capital Management systems:

- Business application systems hosted on aging Solaris infrastructure that was reaching end-of-life
- Poor system performance, both online and batch processing
- Long lead times to provision/clone instances
- Sub-optimal disaster recovery process
- Needed to migrate and integrate existing on-prem applications with no degradation in performance
- Rapidly growing EBS database with high transaction volumes (27TB in Production, 28TB of History)

OUR APPROACH

Provided a robust solution for a cross-platform migration to Oracle Cloud Infrastructure (OCI) with minimal downtime:

- Implemented a PCI and SOC 2 Security compliant architecture utilizing **BIAS's Digital Platform toolkit**
- **Automated Cloud server provisioning** using open source software (Terraform, Ansible, etc.)
- Utilized transportable tablespace (XTTS) to migrate **55TB** of production data from Solaris to Linux on ExaCS
- Migrated, retrofitted and tested over **7,500** Oracle EBS CEMLI
- Upgraded and migrated OID/OAM to OCI
- Integrated on-premise Active Directory for user authentication of nearly 30,000 internal and external users
- Implemented data encryption at-rest and in-transit to protect sensitive information
- Conducted 4 mock production cut-overs to ensure successful migration
- Automated system maintenance and monitoring through Oracle Management Cloud (OMC)
- Delivered a complete and automated Disaster Recovery environment for all technology stacks
- Completed the production migration over a weekend to meet the downtime for cutover and/or fallback duration requirement

RESULTS

The Retailer reduced CAPEX costs and increased overall system stability and performance:

- Reduced User Interface response times to less than **5 seconds**, a **100% increase**
- Increased OLTP & batch concurrent program performance by **500%**
- Improved database availability to **99.99%**
- Created ability to scale CPUs and other system resources on-demand during peak processing
- Improved Lifecycle Management by improving support, scalability and patching
- Future-proofed IT infrastructure by eliminating the need for future hardware refreshes

The Retailer transformed their business and reduced their total cost of ownership by \$5 million over the next 5 years, by moving their IT platform to Oracle Cloud.