

Optimizing Cost and Performance with Oracle Cloud

LEADING PROVIDER OF MEDICAL DEVICE MANUFACTURING SERVICES

OPPORTUNITY

The Client needed a completely new support model for their EBS applications including hosting, management, and deployment architecture due to issues with their existing hosting partner, managed services provider, and substandard system performance.

- Client originally hosted at a 3rd party private cloud with data center operated by another vendor
- Desire to simplify and modernize IT infrastructure, reduce overall operational costs, and enhance application & database performance
- Poor database, application and hardware managed services support; performance issues
- Sub-optimal disaster recovery process
- Under deadline from datacenter vendor to migrate
- OCI tenancy created in an individual's name versus company name: ownership / rights issue

OUR APPROACH

BIAS designed and implemented an optimal Oracle Cloud Infrastructure (OCI) deployment which met the Client's needs for performance and resilience, as well as migrated their EBS instance into their OCI tenancy before the incumbent hosting provider contract expired.

- Worked with Oracle sales and Client's management to cancel existing contract, tenancy and sign-up a new contract to create new tenancy in client's name
- Fixed licensing issues to accommodate dev, test, production and DR environments
- Automated cloud server provisioning using the **BIAS Digital platform**
- Implemented new features and improved functionality to optimize their business processes
- Performed successful cutover and validation of E-Business Suite, integration with Apex, Dell Boomi, Enhatch, Excel4apps on OCI within **less than 24 hours with Zero (0) defects**

RESULTS

The Client was able to recognize significant performance and resilience gains while focusing on their core business, with BIAS managing the complexity of the migration and assuring ongoing stability for the business through delivery of managed services.

- Delivered a complete, automated database disaster recovery environment for technology stack
- Cut user interface response times **in half** to less than **5 seconds**
- Increased OLTP and batch concurrent program performance by over **600%**
- Fixed **99.99%** of mobile scan gun processing performance and timeout issues client had struggled with for years
- Improved database availability to **99.99%**
- Improved Lifecycle Management by improving support, scalability and patching

“ We had a choice to pick different partners, we got lucky we picked the right partner – BIAS. ”

Chief Information Officer