

Case Study: Laura Ashley

Oracle & SQL Database Managed Service

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THE BUSINESS NEEDS

Our client operates over 200 franchises worldwide. For a company of this size it's imperative that their IT systems are fully optimised, transactions are processed and records updated in real-time. Our client needed to upgrade their existing hardware and software systems whilst ensuring existing systems and applications were fully supported. In-house skills were limited with no dedicated DBA team and any Oracle or SQL knowledge limited to only two key individuals. In addition their existing supplier was not providing the level of service they required, something which is not uncommon in multi-vendor database environments such as this.

INDUSTRY: Retail
SERVICES: Managed Application Services (Oracle & SQL)

A leading high street retailer specialising in Clothing and Home Furnishing, selected Quantix as their outsourced provider of 'around-the-clock' Oracle and SQL Database Managed Services.

Key business issues included: no performance tuning on key merchandising applications; SQL Server performance issues with no architecture for easy recovery; a recently implemented Warehouse Management system, which they needed to ensure that this was installed in line with Microsoft best practice; a lack of knowledge/training within their internal teams. In short the client wanted to ensure stable systems, business reporting delivered on time and to eliminate any unplanned outages, whilst keeping costs under control.

THE SOLUTION

The solution was to provide comprehensive support of the retailer's Operating System and existing database software. Our client spoke to a number of suppliers and after several meetings and reviews, Quantix were selected as the best provider for the client. Quantix were tasked with providing comprehensive management of our client's Oracle & SQL database systems that run at their Head Office in London.

The Managed Services employed comprised several key activities. At the outset of the contract, a full technical review of the client's database environment was performed. This was an in depth analysis of the current databases, their function, performance, backup and recovery procedures. This review ensured that all staff within the support centre had a comprehensive understanding of the system architecture and support could be provided to the highest levels. Through a series of scheduled Monthly Maintenance Sessions, Quantix perform health checks on the database estate and provide a detailed report highlighting trends, potential problems and a series of recommendations that needed implementing. Areas covered include database performance, space usage, backup and recovery and maintenance tasks. Any recommendations are then implemented in agreement with our client. Our client also has a Hotline Escalation Service in place, giving them the ability to raise any issues or queries with the Oracle consulting team during normal working hours.



THE BENEFITS

Our client now have peace of mind that their systems are being fully managed and maintained by a specialist service provider. The regular healthchecks identify any potential problems, ranging from CPU utilisation to back-up and recovery issues. As a result, fully optimised systems ensure that as workload increases, the systems continue to perform with maximum efficiency.

THE CLIENTS OPINION



The all encompassing solution we have in place with Quantix provides high resilience with minimal fuss. The service has been seamless and allowed our staff to concentrate on their core business activities. Should we need assistance, we know that we have their expertise to call on and this will be dealt with efficiency and the upmost importance.



LOOKING FORWARD

Quantix will continue to provide structured Application Managed Services that ensure database performance is not compromised regardless of any changes in the size or scale of the business. With the underlying application platform supported and under strict management, the business is able to focus on its core activities. This managed service ensures a level of efficiency and cost effectiveness that could not be gained via the employment of an in-house team.



WHO ARE QUANTIX?

Quantix, part of the Interoute group, is one of the UK's premier providers of Managed Cloud Services, Application Managed Services and Hosted Infrastructure Solutions for Enterprises and Independent Software Vendors – a true managed Cloud Services Provider.

Our secure, dependable platform and proven application expertise allows us to provision a wide portfolio of both hosted and on-premise application management services that can deliver considerable IT cost savings and de-risk technology investments. Through production-ready services such as Managed Application Hosting, Cloud-based Disaster Recovery, SaaS Enablement and Managed Messaging we are already delivering demonstrable competitive advantage to our clients.

Capitalising on experience gained through supporting over 250 managed services clients, as well as our top-tier relationships with best of breed vendors such as Oracle, Microsoft, Juniper and VMware, Quantix has created an enterprise grade Virtual Private Cloud platform that offers compelling SLAs and flexibility.

WHAT WE SUPPORT:

- Oracle Database 8i, 9i, 10g and 11g
- Oracle RAC
- Oracle Application Server
- Oracle E-Business Suite 10x, 11x, Oracle R12
- Microsoft SQL Server 6.5, 2000, 2005, 2008, 2012
- MySQL

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