

CASE STUDY

UNLIMITED DATABASE SUPPORT

MAJOR MINING COMPANY

INDUSTRY - MINING



REVENUE - 13 BILLION

NUMBER OF USERS - 5000+



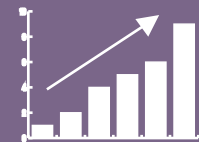
SERVICES PROVIDED

- DATABASE SUPPORT
- ONSITE / OFFSHORE
- 24 X 7 X 365



GEOGRAPHIES SUPPORTED

- NORTH AMERICA
- SOUTH AMERICA
- SOUTH AFRICA
- MIDDLE EAST



BENEFITS

- LOWERED SUPPORT COSTS BY 40%
- STREAMLINED SUPPORT PROCESS
- INCREASED AVAILABILITY

BUSINESS CHALLENGE

The company was using internal DBA's to manage their Oracle Databases across the globe. They were challenged with providing 24 X 7 coverage for multiple regions in different time zones. Apart from this, the DBA resources were not available for key project initiatives.

- ➔ Customer was concerned about the safety and security of the data
- ➔ Support during Multiple time zones.
- ➔ In-house DBA's were not able to focus on key initiatives

SOLUTION & APPROACH

Vigilant with their global operations and their very strong suite of remote database services presented the company's strength to win the contract. Vigilant provides a defined SLA and fixed monthly cost, with support hubs in North America, Canada and India. With this infrastructure, Vigilant was able to manage the customer's databases on a 24/7/365 basis across multiple time zones.

CUSTOMER TESTIMONIAL

"Vigilant is a flexible, nimble company and can quickly accommodate changing requirements. You can rely on them from both a management and a delivery perspective. Vigilant really stood and delivered what they promised, went beyond the call of duty. We have come to rely on their team. We have formed a great partnership with vigilant."

- Senior Manager, Enterprise systems

BENEFITS

- ➔ 40 percent lower costs in DBA Services
- ➔ Improved stability in Oracle Infrastructure
- ➔ Increased uptime and a defined SLA
- ➔ Enhanced tracking and compliance
- ➔ Internal DBA's were able to focus on key initiatives

TECHNOLOGY SUPPORTED

- ➔ Oracle E Business Suite
- ➔ Oracle OBIEE/ OBIA
- ➔ Oracle GRC
- ➔ Oracle Hyperion
- ➔ Oracle Databases
- ➔ Oracle Linux
- ➔ Microsoft SQL Server

ABOUT VIGILANT TECHNOLOGIES

Vigilant is a global IT Services firm specializing exclusively in Oracle Professional and Managed Services. Headquartered in Troy, Michigan, Vigilant's global presence provides our customers with a wide range of service delivery options, including on-shore, near-shore and off-shore models, as well as 24x7, "follow the sun" service for post-deployment support.