

Managed DBA Services

Client

- Industry: check, currency and coin handling solutions
- Location: Illinois
- \$100 to \$500 million (USD) annual revenue
- 1,001-5,000 employees

Scope

- Remote DBA Support (Oracle, MS SQL, SharePoint)

Our Approach for Success

ennVee's Business Applications team assists clients in achieving maximum business benefit in Oracle's E-Business Suite applications by providing:

- **Business Knowledge:** We speak your language and understand your business, allowing us to translate technology into meaningful solutions
- **Accelerated Benefits Realization:** Our pragmatic approach to delivery focuses on aligning and prioritizing our services to your organizational goals and objectives allowing you to accelerate your return on investment
- **Risk Mitigation:** Our experienced consultants and our comprehensive approach to risk management form a basis for success

Business Scenario

The client is a global leader in developing advanced technologies and equipment for counting, sorting, imaging and authenticating currency, checks and coins. Their currency and coin handling systems and counting machines are primarily used by banks and casinos.

Rather than having the freedom to focus on greater strategic initiatives, the client's internal IT team had become bogged down by routine maintenance tasks over time. Their goal was to find a partner, with a proven track record of top notch database administration and support projects, who could manage and support their database and infrastructure environment. Ultimately, their objectives were to reduce cost, improve productivity and operational quality, improve Service Level Agreements (SLA's) and knowledge management, which would enable them to focus more on their overall business and IT operations. Through a coordinated team of on-site and off-shore resources, ennVee was selected to manage the client's Oracle, Microsoft SQL and SharePoint databases.

Solution Approach

We proactively monitored and managed the customer's databases and IT infrastructure, while also implementing numerous process improvements and optimizations to help the customer speed up their CAPS project. Finally, we assigned a single point of responsibility, and implemented an SLA-based service plan. This would ensure that the customer could focus on their primary project, rather than ongoing maintenance.

Business Benefits

Partnering with ennVee, the customer saw a considerable decrease in maintenance and support costs by 15%, and a decrease in overall productivity through process streamlining.



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ennVee is a professional services firm that provides systems integration, enterprise application management services, and industry-specific IT solutions. Since 2003, our team has grown to over 200 technology experts delivering results across industry verticals including Hi-Tech Manufacturing, Logistics and Transportation, Construction and Engineering, Retail, Public Sector, and Financial Services. We help our clients address complex business requirements by translating technology into solutions that impact, scale, and align both business and IT.