

Managed DBA Support

THE CLIENT

- A leading manufacturer of currency and coin handling systems

PROJECT

- Remote Database Administration Support

Business Scenario

The customer needed to have more control over their overall business and IT operations. ennVee was elected to manage their Oracle, MS QAL, and SharePoint databases via a coordinated team of onsite and offshore resources. The project objective was to cut cost, improve productivity and operational quality, improve SLA's and knowledge management.

Solution

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.

Outcome

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.

Our approach for success

ennVee's Business Applications team assists clients in achieving maximum business benefit in ERP 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