

## CASE STUDY

# Managed DBA Support Services

## OVERVIEW

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.

Over time, the client's internal IT team had become bogged down by the various maintenance and management tasks required to support their database environment. They chose to outsource their support to a third party provider that could not only administer and support their database environment, but to a provider with a proven track record of pro-actively supporting large manufacturers.

Overall, the primary objective was to reduce cost, while improving productivity, operational quality, Service Level Agreements (SLA's), and knowledge management. Realizing these objectives would allow the client to focus less on routine maintenance and more on the business of their business, and strategic projects.

## Solution Approach

ennVee provided a hybrid, coordinated team of dedicated DBA resources both on-site and off-shore that pro-actively monitored and managed the client's Oracle, Microsoft SQL, and SharePoint database environments.

Additionally, we implemented a number of process improvements and optimizations to help accelerate the customer's internal "CAPS" project. Since the CAPS project required many of their internal key support resources, we assigned a single point of responsibility (from ennVee), and implemented an SLA-based service plan.

## Business Benefits

The customer was able to reduce the cost of database maintenance and support by 15%, which was due to enacting more proactive monitoring practices, and closing out issues faster while ensuring that proper documentation was put in place. Proper issue documentation reduced the frequency of re-occurring issues and provided more transparency to management and business users, rather than simply telling them that an issue was resolved. Overall, ennVee's DBA support services helped the customer streamline their processes and become more productive by freeing up key internal team members to take on more strategic projects.

## CUSTOMER SNAP SHOT

- Manufacturer of check, currency, and coin handling machines and solutions
- Location: Chicago, Illinois
- \$100-500 million (USD) Annual Revenue
- 1,001-5,000 employees worldwide

## SCOPE

- Remote Database Administration (DBA) Support Services for Oracle, MS SQL, and SharePoint database environments

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