

RESEARCH NOW - CASE STUDY

PROJECT SUMMARY

As a global company, Research Now needed to provide enhanced support to its application users worldwide. The company leverages various Oracle Applications on one global instance including: Human Resources (HR), Financials, and Supply Chain. They use this software to collect critical information and to run their business efficiently. Because of the magnitude of their system, a very large database is required as well as significant financial resources to support and maintain it.

AT A GLANCE

Challenges

As the system grew it became somewhat unmanageable and the company experienced a decline in the software's performance.



SOLUTIONS

In order to address these concerns, Research Now collaborated with Noblesoft. We are an Oracle Gold Partner and deep knowledge and experience in Oracle Technology. Through our consulting and support services, Research Now finally gained the assistance they needed to enhance the system's performance and fully experience the benefits that the application suite was meant to offer. We identified several opportunities to enhance their client's ERP performance including performance patches, code enhancements, proactive storage allocation, and an aggressive statistics gathering strategy which would also be used to make the appropriate changes.

RESULTS

Today Research Now subscribes to our OnDemand DBA Service for the continuous monitoring, maintenance, and management of their database environment. They benefit from the high-quality, experienced administrators that we provide with 24x7 support on Production and 12X7 support on non-Production needs, including Disaster Recovery.