



# Oracle Database Administration for a Leading US–Based Fashion Designing Brand





## Challenge:

- *Manual database monitoring*
- *Unable to monitor 24\*7*
- *Time-consuming and expensive*
- *High chances of outages*
- *Slower TAT*
- *No backup for client DBA*

## Solution:

- *Tracker – Database Administration and Monitoring Application*

## Results:

- *Runs 24\*7*
- *SMS notifications in case of issues*
- *Reduced potential outages in production databases*
- *Tickets created for each alert*
- *39 alerts notified during a 3-month period*
- *On-call DBAs notified*
- *Time, Cost, and Resource Savings*

## About the Customer

Founded in 2004, our customer's line of business includes the wholesale distribution of women's, children's, and infants' clothing and accessories. Recognized as the world's leading direct seller of women's clothing, their mission is to empower women entrepreneurs in the developing world to work their way out of poverty. Over the last 16 years, our customer has contributed more than \$61M USD worth of clothing and monetary donations to the education and future of Rwandan children and helping local communities affected by natural disasters.



## The Need

Our customer delivers the industry's best-in-class technology to offer the sweet spot of connection, confidence, and convenience of women's clothing apparel across the US, the UK, and Canada. The in-house staff were manually monitoring many Oracle applications (EBS) databases on a day-to-day basis. While monitoring the application, the staff were able to proactively address the issues notified, while also working on the tickets raised by their client. Although, there were no major business challenges, there was no backup for the client DBA and the support team was only able to monitor production databases during normal business hours. The customer was looking for a solution to monitor production databases 24\*7 without multiplying the support staff.



## Aspire's Solution

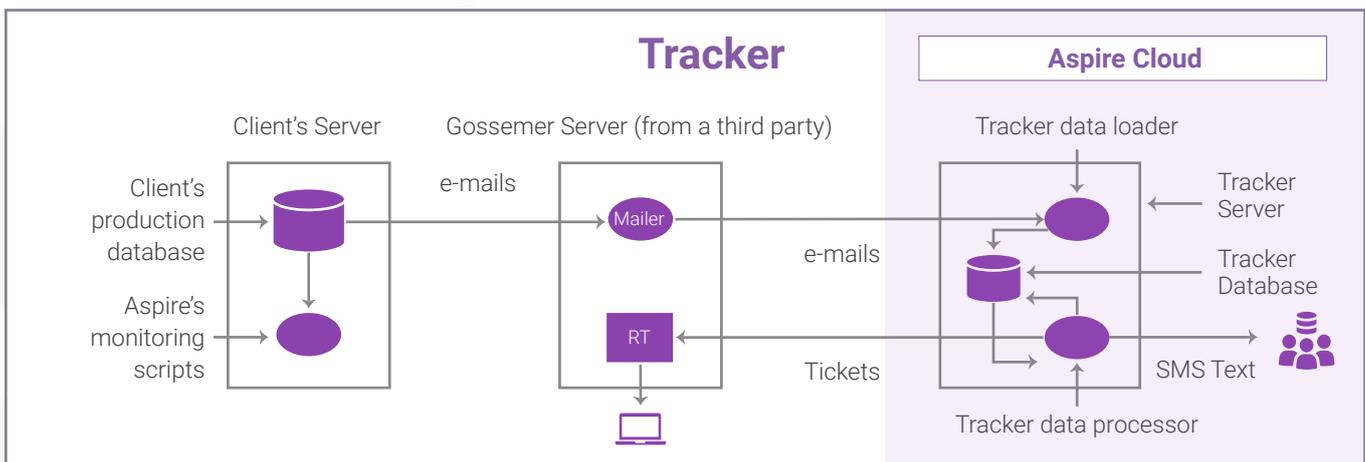
After analyzing our client's challenges, Aspire installed Tracker – a monitoring application developed by Aspire – as a part of database administration service. The Tracker ran 24x7 and sent out alerts to Aspire database administrators (DBAs). The DBAs worked with the client during business-hours and resolved the issue. During the off-hours, the on-call DBA takes care of the P1 and P2 tickets. Sometimes, proactive actions were also taken.

### Solution in Detail:

The functionality of Tracker was implemented in two parts. One part was implemented on client's production server. This was in the form of shell scripts. They checked the healthcare databases and applications installed on the server and sent metrics to the other part of the Tracker. E-mails were used for sending the metrics.

The second part was implemented on the Aspire server that has a database, functions, procedures and a few shell scripts. The Tracker server was located in Aspire's AWS.

E-mails sent from client's server were received by Tracker server and loaded into Tracker database. The uploaded details were processed and in case of any issues, an alert (SMS) was sent out to DBAs. A ticket was also created in our Ticket management application called RT. DBA or on-call DBA received text messages and took appropriate action.





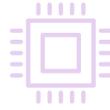
## Results

- **Low overhead solution** – no performance impact and no software agents installed.
- **Secure data transfer** – one-way email payload sent from the client site; no inbound communication was needed.
- **Customization** – alerts were tailored to specific client issues; any condition that was measured or discovered using a shell script or SQL command was turned into an alert that automatically generated a response ticket.
- **Proactive alerting** – proactive alerts were designed to detect potential issues for correction before they caused loss of performance or availability.





## Technology Snapshot



### Tools Used:

- » Tracker – A monitoring application from Aspire.
- » Standard tools provided by Oracle Applications, Sql\*Developer

**Platform:** Linux on Oracle VM

**Languages:** Shell, PL/SQL, SQL



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