

NON-PROFIT HEALTHCARE ORGANIZATION ENTRUSTS ITC WITH ORACLE DATABASE UPGRADE

CUSTOMER AVOIDS REPEATED DELAYS & SETBACKS

CUSTOMER PROFILE

HQ

Barcelona, Spain

INDUSTRY

Healthcare

EMPLOYEES

140,000

ITC SERVICES

- Consulting
- Solution Implementation
- Migration
- Upgrade
- Managed Services

APPLICATIONS & TECHNOLOGIES

- Oracle Database 19c

INTRODUCTION

The customer's current managed services provider was unable to complete the Oracle database upgrade from version 12 to 19c, resulting in multiple delays of over a year in duration. ITC was consulted for a thorough assessment of the environment's current state and challenged to provide a roadmap to complete the database upgrade within an aggressive window. ITC accepted the challenge which netted the customer a successful upgrade and an experienced managed services partner in ITC.

CHALLENGES

- Lack of transparency, clarity, and communication from the prior vendor resulted in frustration between the customer and the vendor fracturing the relationship, far more money and time spent on an upgrade that was not completed, and dissatisfaction from within the business.
- Estimates to complete the upgrade could not deviate from the quote.

SOLUTION

- Leveraging our proven track record of successful database upgrades, ITC revised its standard runbook for the customer's unique needs. ITC took complete ownership of the upgrade process, establishing regular working sessions with the IT and business users and addressing its own work 24x7 through production completion.
- ITC collaborated with onsite and offshore teams to execute recommendations after thorough instance validations and accommodated client requests and changes seamlessly. This upgrade work was managed in parallel with the takeover of managed services to ensure the needs of the business were being met continuously.
- The upgrade project was completed ahead of schedule and with minimal disruption to the user community.

RESULTS

- Successful Oracle 19c database upgrade within budget and ahead of schedule resulting in improvements in performance, security, and stability.
- Improved user satisfaction with the IT department as a result of the service improvements coming from the partnership with ITC.
- Long-term managed services agreement was forged resulting in additional enhancements to the customer environment utilizing native services with ITC's expert support personnel.

ITC ADVANTAGE

- Proven track record of successful database migrations
- Upgrade expertise
- Advanced capabilities and experience in executing similar projects