



Case Study

Oracle, the largest worldwide enterprise software company required high-caliber IT service and strategic staffing partner to migrate operations and uphold service-level agreements during global data center consolidation

Client:

Oracle, The World's Largest Enterprise Software Company

Industry:

Information Technology

Service Offering:

Staffing Services

- Applications Staffing Services
- Communications Staffing Services
- Infrastructure Staffing Services



The Situation: Oracle, the world's largest enterprise software company, was consolidating its global data center. This client is the only vendor to offer solutions for every tier of business including database, middleware, business intelligence, business applications, and collaboration. Oracle's unique software and services help deliver business information, and therefore contribute to improvements as a company, measure business results, enhance business communications, and develop business processes. Nearly 20,000 servers are required to support these services.

The Challenge: In 2003, Oracle began its corporate initiative to consolidate and move its global data center operations from California to Texas. Nearly 20,000 servers needed to be moved and the data migrated without disrupting service and creating customer downtime. For a period following the migration, there was a need for increased operational support to diagnose and solve ongoing issues associated with the move. The client realized that this large undertaking could not be executed effectively and efficiently without added technical resources to its existing internal personnel. Oracle needed a Technology Execution partner to provide IT services and strategic staff augmentation via high-caliber and consistent nationwide recruiting.

The Response: Having worked with Oracle on various projects since 2002, TEKsystems® had proven its ability to deploy superior technology expertise. As a premier provider of technology staffing and services, TEKsystems was selected to be the exclusive provider of the data center migration project's technical staffing team and ongoing operational support. Since the project began, TEKsystems has recruited and managed more than 120 technical experts throughout every stage of the data center migration. The project's planning, implementation, execution, and maintenance has required Project Managers, Project Coordinators, Facilities Engineers, Network Engineers, NOC Technicians, Systems Administrators, and Database Administrators.



The Result: The data was successfully migrated on time and within budget. Importantly, TEKsystems has also helped Oracle uphold all elements of its service level agreements, and even improve its customer service capabilities with its more than 400 customers within the hosted data center. The client has been able to focus on its day-to-day business operations, trusting that TEKsystems' extensive and thorough recruiting and screening process would deliver the correct resources to get the job done.

Since the initial migration, TEKsystems has been a key partner as Oracle has grown its data center over the last three years through acquisitions. Acquisitions have led to increased profit margins to the client and have given its state-of-the art global data center worldwide recognition. TEKsystems continues to support Oracle's expanded service offerings as well as additional systems and operations.

The Technology: Oracle's data center supports many different technologies for its internal and external customers. The data center currently supports nearly 20,000 servers, which primarily run on UNIX operating systems – including Linux, Solaris, and HP-UX. The data center also operates some Microsoft Windows servers. The data center's hardware is a mix of HP, Dell, and Sun Microsystems, and includes Cisco networking equipment. Software supported within the data center is varied, and includes Veritas, NetApps, Oracle applications, and Oracle databases.