

## North America's Leading Chemical Distribution Company

### Project: 'Univar USA Remote Database Administration Support

#### About the Customer

Univar USA is the leading chemical distributor in the United States, providing more chemicals and related chemical distribution services than any other company in the marketplace.

#### Background & Business Drivers

Univar USA has a big team for its data center to support its 24x7 production database servers. This team is responsible all daily operations including backup, recoveries, monitoring etc. Univar also has a big team for ongoing development and testing. To support and resolve the issues due to changes being made by these teams they needed a senior hands on Oracle DBA.

Key objectives to have DBA on board were

- Support development and testing team for their adhoc schema and process changes
- Estimating space requirements for load testing
- Monitoring load test and process jobs
- Refreshing test and development schemas from production on schedule and on demand basis
- Keep databases available to test and development team
- Maintain databases performance and security

#### InterralT's Value Proposition

InterralT along with Univar came up with a model which really works and provides efficient way to communicate and meets most of the business requirements that Univar had.

As an initiative, a senior oracle DBA went onsite for couple of weeks to understand the Univar databases, process and policies, work environment, communication process and daily routine and common issues teams are engaged with. This was a good starting point as both sides understand the requirements and model they should in.

#### Scope of services & Solution

Customer has deployed Enterprise Payroll, HR and Information warehouse applications which are their key business drivers. All these enterprise applications use Oracle database at the backend. These key databases need to be available to all users with 100% uptime and tuned to give optimal performance.

In addition, Univar development team requires adhoc changes to made in development and test environment for their on going application development.

InterraIT transitioned the support activities from customer's employees and fairly quickly assumed full responsibility for Univar. InterraIT supported the Univar application on an initial 4x5 model. The support activities included on-line database maintenance, optimizing queries, responding to user queries, backup and recoveries, performance tuning, refreshing test/development databases from production.

User requests were routed through Univar helpdesk system (Remedy). Based on the priority of requests the resolutions are implemented within agreed SLAs.

InterraIT also undertook minor enhancements other than in support schedule from time to time as per the needs of the business users which included database installation, upgradation etc.

A secured dedicated tunnel is created across InterraIT and Univar network. The company decided on a security encryption standard of 3DES (triple des) algorithm with a MD5 checksum verification. The bandwidth used across the network is 2Mbps.

Remedy is used to raise any tickets required by teams and solutions are provided there in. Ration ClearCase tool is used to storing any supporting ticket information or for the general information exchange.

Database and operating system users are created with appropriate privileges to connect from offshore for monitoring and providing support. Teams log the tickets before end of day and during off-hours offshore DBA resolves their issue so that they can start with their work in following morning.

A laptop with a dedicated internet connection is also provided to offshore DBA to provide any urgent support.

InterraIT DBA provides a regular status report with details on open issues, issues worked on and their status for tracking.

Offshore DBA takes proactive measure to verify database health, disk space usage and any database inconsistency, performance issues etc and provides a feedback with solutions to onsite data enter team so that active measure can be taken.

### **Business Challenges**

This is the first time company thought of bringing in an outsourced offshore remote database administration support for their production, development and test servers. The challenges for management were to show that

- Remote DBA support model can really work in an efficient manner
- Build confidence with teams as to how their issues would be resolved
- Proper communication across teams in a different geographical locations with different time zones
- Dealing with urgent support requiring offshore remote DBA
- Consideration for SLA and escalation path

### **Pay offs**

InterraIT won many accolades from the customer on the successful transition and taking up the primary support of Univar USA in record time.

Some of the benefits to the customer included

Extended support to development and test teams beyond normal working hours

Load sharing for existing in house DBA

On demand extension of support hours

Increased business users satisfaction level and quick problem resolution

### Technologies

Platform - AIX 5.3 – 64 bit production, SUSE 9

Environment - Korn shell scripting and Cronjobs, J2EE, IBM G2 framework,  
Rational clear case, Remedy

Database - Oracle 9i Release 2