



Oracle Database Administration for Fujifilm Sonosite



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Fujifilm Sonosite is happy with quality of database administration services provided by Aspire. Tracker is an integral part of database administration. So, any appreciation from client will reflect on the utility of Tracker too.



Reema Roy

*Manager, Enterprise Applications
FUJIFILM Holdings America Corp*

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*attention.
always.*



Challenges:

- *Manual database monitoring*
- *Unable to monitor 24*7*
- *Time-consuming and expensive*
- *High chances of outages*
- *Slower TAT*

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 1986, Sonosite's first mission was to create an ultrasound machine for the U.S. military on the battlefield. Over the span of 20 years, the journey has evolved into a selfless mission to serve the courageous, passionate, and hard-working healthcare workers on the front lines of modern medicine across the globe. Headquartered in Washington, United States, our customer has installed more than 140,000 ultrasound machines worldwide.



The Need

Our customer delivers the industry's most robust end-to-end solutions that provide multi-dimensional support to address Value Based Care and Quadruple Aim initiatives for clinicians and healthcare systems. The in-house staff were manually monitoring many Oracle applications (EBS), Agile, and Datasweep Application 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, 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

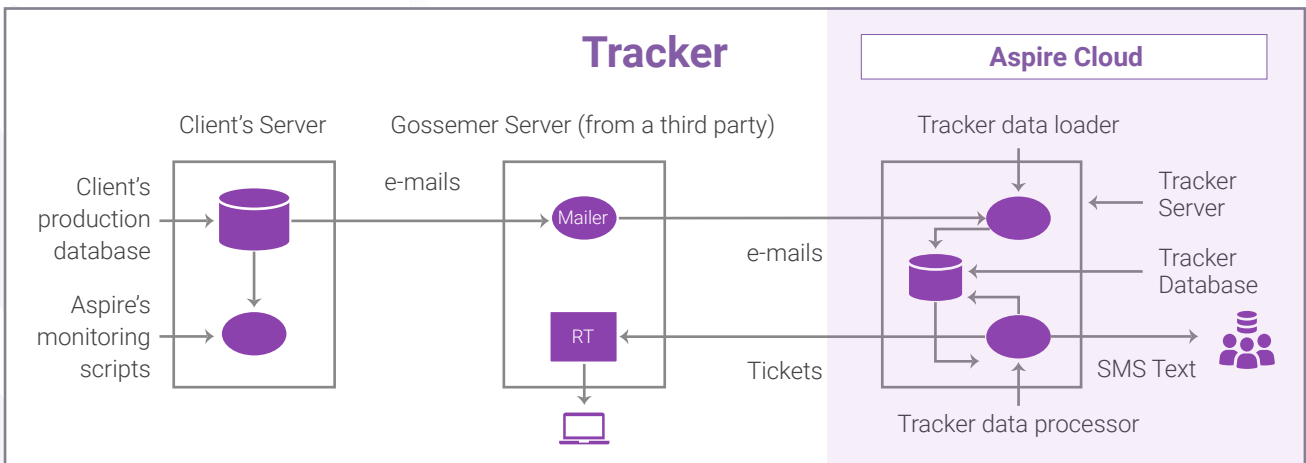
After analyzing Sonosite's challenges, Aspire installed Tracker – a monitoring application developed by Aspire – as a part of database administration service. The Tracker ran 24x7 and sent out alerts to Aspire database administrators (DBAs). The DBAs worked with the client during business-hours and resolved 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.





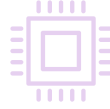
Results

- **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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