

HealthTech Leader Saves \$700K/yr Outsourcing Database Management

Pythian helped a leading medical device company modernize its complex database environment. They standardized operations, improved monitoring, and delivered enhanced system performance and reliability—all while securing over \$700K in annual savings.

Company overview

The customer—a global healthcare technology provider renowned for its advanced medical devices and patient care solutions—serves hospitals, clinics, and healthcare professionals worldwide. The organization is dedicated to driving innovation that improves patient outcomes and enhances healthcare efficiency. With over 1,900 database assets, the company's IT infrastructure is critical to supporting its global manufacturing and business operations.

The challenge

The organization faced several interconnected challenges with its extensive and increasingly complex database ecosystem, comprising numerous Oracle, SQL Server, and PostgreSQL databases supporting critical manufacturing and business applications. The company lacked the deep technical Exadata expertise required to manage mission-critical environments effectively, including their new Exadata Cloud at Customer (ExaCC) implementation, hindering tasks like storage rebalancing, patching, and optimization.

Furthermore, database support was fragmented across multiple vendors without a unified approach, creating operational inefficiencies and inconsistent support quality. A lack of standardized, proactive monitoring

Industry

Healthcare Technology

Geography

Global (150+ countries, headquartered in Minneapolis, Minnesota, USA)

Technologies

Oracle Database, Oracle Exadata, Oracle Exadata Cloud at Customer (ExaCC), Microsoft SQL Server, PostgreSQL, Prometheus, Grafana, SolarWinds DPA, AWS RDS

Overview

Pythian's strategic database management enables operational resilience and supports sustained business operations across the healthcare leader's global footprint.

Pythian enhanced system performance and scalability, improved customer satisfaction, significant cost savings, and strengthened capabilities to drive innovation globally.

across these diverse platforms resulted in reactive issue management rather than prevention, exacerbated by reliability issues in the existing monitoring infrastructure where alerts sometimes failed to generate proper ServiceNow tickets. This inconsistent support and monitoring escalated operational risks, particularly for manufacturing systems requiring extremely high availability with minimal downtime.

The solution

Recognizing the urgent need to resolve these challenges, the company partnered with Pythian to implement a comprehensive database management strategy. Pythian established unified 24/7 support and monitoring across all key database technologies (Oracle, SQL Server, PostgreSQL), providing consistency and centralized oversight crucial for the complex environment. Pythian's team created standardized processes for database creation, retirement, and operational tasks, backed by clear escalation procedures and a documented proactive monitoring approach.

A major focus involved enhancing the monitoring infrastructure: implementing NFS monitoring for Exadata, improving Oracle Enterprise Manager (OEM) alerting, integrating SolarWinds DPA for performance analysis, deploying Prometheus and Grafana for PostgreSQL, and automating ServiceNow ticket creation from alerts.

Crucially, Pythian provided the specialized Exadata expertise the internal team lacked, performing critical optimization tasks such as resolving SAP memory configuration issues impacting manufacturing, setting up FastRecovery Area monitoring, establishing dynamic CPU scaling, and standardizing configurations across PostgreSQL instances.

What Pythian did

- Provided unified 24/7 support and monitoring across Oracle, SQL Server, and PostgreSQL environments
- Delivered specialized Oracle Exadata and ExaCC expertise for critical maintenance, optimization, patching, and performance tuning
- Implemented and enhanced monitoring tools (OEM, SolarWinds DPA, Prometheus/Grafana) with automated ServiceNow ticketing integration

Business need

The company aimed to consolidate database management, enhance monitoring capabilities, improve system reliability for critical manufacturing/business applications, and gain specialized Exadata expertise.

- Standardized database lifecycle management, operational procedures (creation, retirement), documentation (runbooks), compliance processes (SOX testing), and change management

Business outcomes

Pythian's database management solution delivered significant, measurable improvements, transforming the healthcare leader's database operations from a reactive to a proactive model. The company experienced enhanced system performance and reliability, evidenced by reduced P1 incidents. Proactive optimization and proper resource configuration significantly improved manufacturing system stability, addressing critical SAP ME performance issues in production facilities—all while generating over \$700K in annual savings by replacing fragmented systems.

The engagement provided essential specialized Exadata skills previously lacking internally, enabling proper maintenance and performance tuning. Operational efficiency increased through unified ticket management across technologies (processing over 1,600 tickets monthly with a 98% closure rate) and standardized change management and lifecycle procedures across the 1,900+ database assets.

Security and compliance were also strengthened through verified backups, successful quarterly SOX restore testing, regular patching, and secure access protocols, ensuring the company meets strict healthcare industry requirements.

Need to optimize database costs and operations?

[Learn how Pythian's 24/7 Database Management Services](#) can reduce costs and improve performance.

Solution/what Pythian did
Pythian implemented comprehensive 24/7 support, enhanced monitoring systems, standardized operations, delivered proactive optimization, and provided specialized Exadata expertise.

About Pythian

Founded in 1997, Pythian is a data and analytics services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions, and products. From cloud automation to machine learning, Pythian designs, implements, and supports customized solutions to the toughest data challenges.

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