

OCI Migration Gives CPG Ultimate Control Over Patching and Upgrades

This CPG customer is a large Oracle user that migrated their on-premise database workload to Oracle Cloud Infrastructure (OCI). Pythian also upgraded and migrated their Oracle database into ExaCS infrastructure.

Overview

For this CPG customer, the combination of Oracle Exadata Cloud Service with Oracle Cloud Infrastructure was perfect for ensuring disaster recovery and running mission-critical databases. When they needed to migrate and upgrade, they found the vendor-provided support didn't have the breadth of knowledge required for such a complicated move. After working with Pythian on the initial upgrade and cloud migration, the customer enrolled in managed services to ensure continued high-performing support.

The challenge

Oracle Exadata Cloud Service is used by customers who want to run mission critical databases in the public cloud and utilize the offsite nature of the cloud for disaster recovery purposes. When migrating to vendor clouds, customers often realize the cloud vendor only provides limited support and that Pythian's services and expertise are still required. While Oracle manages many aspects of the underlying cloud infrastructure (OCI) and associated software services, a managed service provider (MSP) such as Pythian was needed to administer many parts of the database and application software, including customized components that resided on that infrastructure.

The solution

Pythian upgraded from on-premises Oracle Database 11g to 12cR2 and then migrated to the OCI Exadata Cloud Service (ExaCS). We later upgraded the ExaCS X7 to X8, and subsequently to X9M.

Industry

Consumer goods & services

Location(s)

United States

Technologies

- Oracle 11g
- Oracle 12cR2
- Oracle 19c
- OCI Exadata Cloud Service (ExaCS)
- Oracle Cloud Infrastructure (OCI)

Overview

Pythian upgraded the customer from on-premises Oracle Database 11g to 12cR2 and then migrated them to OCI Exadata Cloud Service (ExaCS). Managed services support has continued for all levels of database administration, including cloud region replication, database management, upgrade to 19c, SQL performance tuning and optimizations and application compatibility issues.

Now Pythian continues to provide support for validation of cloud service—including features like automated patching vs. manual patching, and working with Oracle technical support to troubleshoot complex software and infrastructure issues.

Today, Pythian continues to assist with region and technology management and provides all levels of database administration and related support, including:

- Dealing with application compatibility (or lack of RAC-compatibility) issues, integration points and tooling (such as Oracle GoldenGate and Oracle Data Integrator)
- Cloud region replication
- Database management (for example, PDB cloning)
- SQL and database performance tuning and optimizations

Business outcome

- Pythian achieved an **established, stabilized workload** by supporting and managing the customer's migration.
- Pythian **minimized downtime** by troubleshooting complex software and infrastructure issues.
- Our experienced team **continues to optimize performance** through ongoing region and technology management and by providing all levels of database administration and related support.
- The customer is now able to **control their own schedule** for patching and upgrades.
- Pythian supported the CPG customer in extending the monitoring depth for warehouse management system (WMS) issues to alert earlier for impacting conditions, and validated for infrastructure outage readiness—**maximizing system availability**.
- The customer **reduced risk** by implementing Pythian's suggested patches and upgrades to their relational database management system, keeping them informed on potential software vulnerabilities.

Want to unlock your potential with Oracle solutions?

[Leverage Pythian's experienced team](#) of Oracle experts to get the most from your efforts with OCI.

Business need

The CPG customer needed an MSP, such as Pythian, to administer many parts of the database and application software, including customized components that resided on their OCI infrastructure.

Solution/What Pythian did

Pythian migrated and upgraded the customer's on-premises database workload to OCI, allowing the company to tap into key strategic technology, which Pythian supports the administration of.

Result/Key outcomes

- A stabilized workload achieved through a supported and managed migration.
- Minimized downtime by solving specific infrastructure challenges.
- Continued optimization of performance through managed services for database.
- Enhanced ability for the customer to take control of their patching and upgrades schedule.
- Maximized system availability by validating outage readiness.
- Reduced risk by applying patches and upgrades to stay informed on potential vulnerabilities.

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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