



CLIENT
Nordion

INDUSTRY
Healthcare

TECHNOLOGIES
Oracle® E-Business Suite; Oracle Database; Oracle Real Application Clusters; Oracle Data Guard; Oracle Recovery Manager

BUSINESS NEED
Round-the-clock availability of its mission-critical systems

SOLUTION
Remote database administration for Nordion's ERP environment

RESULT
Pythian created a highly available environment and increased Nordion's system uptime to 99.97, while reducing support costs by \$850,000.

PYTHIAN HELPS NORDION REDUCE ITS ONGOING MONITORING AND SUPPORT COSTS BY \$850,000 PER YEAR

In the nuclear medicine business, time is of the essence. That's why Nordion turned to Pythian to ensure around-the-clock availability of its mission-critical systems.

BUSINESS NEED

Unlike vaccines, medical isotopes can't be stockpiled; their short half-lives render them ineffective in days or even hours. Because Nordion's products must arrive exactly when they're needed, any system downtime could result in missed shipments and lost business—and profoundly affect the lives of those depending on isotopes for advanced medical care.

Nordion's systems are as scrutinized as the products themselves—meaning they must be highly reliable and secure to comply with regulations limiting access to sensitive patient data. With no database administration resources of its own, Nordion relies on the capabilities of external partners to keep its systems up and running. When response times started slipping to hours instead of minutes, Nordion called on Pythian to provide the support it needed.

“ Pythian is the little tugboat among the big tankers—it has the agility to turn around quickly and get the job done. And as they gained more and more experience with us, our only question was: why would we ever even consider staffing DBAs internally? ”

— Ian Beaulieu, DBA Manager, Nordion



SOLUTION

Pythian's flexible managed services offering allowed it to immediately deliver the hands-on expertise and business-planning support Nordion required. For the first few months of the engagement, Pythian's team focused on resolving recurring incidents that had been leading directly to user dissatisfaction and unnecessary business risk—and quickly demonstrated its ability to respond to and fix time-critical issues. After stabilizing the environment, Pythian was able to allocate unused time within the contract to proactively streamline Nordion's processes and support structures.

RESULT

Pythian increased system uptime to 99.97% with only two hours of unplanned downtime in 2011. By focusing on automation, stabilization and process improvement, Pythian discovered major efficiencies in every year of the contract. By quickly responding to and fixing recurring issues other DBAs had missed, Pythian helped Nordion reduce its ongoing monitoring and support costs by \$850,000 per year—freeing up valuable time and money for much-needed system upgrades. When Nordion divested several of its businesses in 2010, Pythian's scalable services and extensive experience with the company's systems ensured continuity of service throughout the transition period.

ABOUT PYTHIAN

Pythian is a global leader in data consulting and managed services. Since 1997, we have specialized in planning, deploying, and managing business-critical data systems for large and mid-market enterprises. Learn more about Pythian and its elite teams of data experts at www.pythian.com.

HEAD OFFICE

Ottawa, Canada

REGIONAL OFFICES

New York City, USA

Sydney, Australia

London, England

Hyderabad, India