



Database Management for a European Facilities Management Giant

Client Profile

The client is an international task management giant providing facilities management and systems engineering with experience across a wide range of applications and with a strong presence in the government sector in the United Kingdom. They manage several large public facilities across several sectors in the United Kingdom. They are constituents of the FTSE 100.

Client Context

The client was looking for a partner to leverage offshore delivery of database management services for multiple end clients of theirs. The scope of the engagement included over 300 Oracle instances and over 1300 SQL instances.

Microland Approach

Microland started the engagement by drawing up a detailed roles and responsibilities chart together with the client. The client would be responsible for all onsite activities while Microland would run the offshore operations from their Bangalore Remote Management Center.

Microland uses BMC Patrol to monitor database availability and provides services such as Incident, Problem and Change Management to the client.

Microland used its operations and automation expertise to provide the client with several operational benefits apart from SLA based Monitoring and Management services. These include:

- Third party management and exception notification on third party performance
- Monthly Backup report and regular reviews to increase the efficiency of the backup process
- Monthly Installation report and Patch Management report
- Performance management report.

Key Deliverables

- 24X7 Support for databases including
 - Database Installation and Configuration
 - Proactive Database Tuning
 - Space Management
 - Recovery Planning and Verification
 - Performance Tuning
 - Resource monitoring
 - Database Integrity Check
 - Emergency Alerts
 - Risk Management
 - Daily, Weekly and Monthly Status Reporting
 - Backup Status report
 - Third Party management
 - Third Party exception notification
 - Disaster Recovery planning
 - Coding and Scripting
 - Bug Fixing and applying Upgrades
 - Database Migration

Benefits

The client was able to successfully offshore management of databases to Microland. Some key features of the service provided by Microland include:

- Consistent SLAs of over 98% every single month over a one year period and an average of over 99% for the same year
- Other key projects delivered include a Daily Database Healthcheck Automation proactively implemented by Microland to reduce manual effort required to log into each DB and check the error log files for all SQL and Oracle database instances managed by Microland. This has led to:
 - Reduction in the amount of manual effort required on a daily basis
 - Increased accuracy and elimination of errors