

# Improve performance, eliminate downtime, and meet and exceed SLAs

## BUSINESS CHALLENGE

Making applications run faster and with less downtime is a top priority for any IT organization. As your business relies more heavily on Web-based applications for employee, partner and customer interactions, the pressure on your IT department to deliver performance and uptime is constantly increasing.

The costs of downtime and sub-par performance are substantial. Downtime not only leads to idle workers and missed business opportunities, but also fiscal penalties for failing to meet service level agreements. It may even have a lasting effect on your business reputation, impacting your business far beyond the duration of the outage itself. Similarly, application performance is critical to employee productivity, customer satisfaction and even your internal IT operational efficiency.

As user populations and data set sizes continue to skyrocket, IT must maintain the highest levels of performance and availability – all while controlling costs. With dozens of applications to manage across the enterprise, it quickly becomes a complicated juggling act. Not only do you need a way to enable the applications themselves to run faster with less downtime, you must also be able to proactively manage your environment to prevent issues before they occur.

Oracle technology enables you to maintain the availability of your applications and workloads, improve transaction processing power, manage your environment in real-time and control IT costs. With 20 years of Oracle experience, Rolta TUSC consultants help you navigate these technologies, select the right combination to meet your unique availability and performance requirements, and then expertly implement them into your business environment.



## SOLUTION OVERVIEW

Combining Oracle Database and Fusion Middleware technologies, TUSC consultants craft a custom high-performance and scalable transaction platform that maximizes uptime and lowers cost of ownership. We focus on three key areas:

- **Database infrastructure**—Optimize your database environment with powerful clustering, failover, compression and partitioning technologies that improve performance, and much more.
- **Middleware infrastructure**—Take advantage of a middle-tier application grid for increased power and availability even as you grow.
- **Administrative tools**—Proactively monitor your end-to-end database, middleware, and application environments in real-time.

Rolta TUSC provides expert end-to-end services in support of these Oracle technologies, from initial assessment through implementation, testing and rollout. Because Rolta TUSC is also intimately familiar with Oracle applications, we're able to configure your environment to provide maximum real-world benefit and ensure rapid ROI.

## BENEFITS

- **Control costs**—Reduce costs associated with downtime, SLA violations and user dissatisfaction. Technologies such as RAC also enable you to use lower-cost commodity hardware.
- **Improve performance**—Significantly boost transaction processing power and increase scalability.
- **Avoid planned and unplanned downtime**—Failover capabilities ensure your applications are continuously available even in the midst of unexpected outages and/ or maintenance.
- **Strengthen service and SLA management**—Real-time monitoring allows you to respond immediately to performance issues before they impact end users.
- **Increase IT efficiency**—Eliminate management complexity with powerful, automated solutions.

## SOLUTION DETAILS

An Oracle Certified Advantage partner with more than 20 years of experience, Rolta TUSC is ideally positioned to help you optimize your mission-critical applications for high availability and performance. Rolta TUSC consultants assess your existing environment, evaluate your business goals, and leverage relevant Oracle technologies including:

### DATABASE INFRASTRUCTURE

- **Oracle Partitioning**—Allows a table, index or index-organized table to be subdivided into smaller pieces for easy manageability and better performance as your data volumes grow.
- **Oracle Real Application Clusters (RAC)**—Enables a single database to be deployed across a cluster of servers, providing fault tolerance from hardware failures or planned outages. Performance improves with increased I/O throughput.
- **Oracle Real Application Testing**—Empowers you to upgrade databases easily and efficiently by optimizing the upgrade target based on real-time production data, minimizing upgrade time and improving quality.
- **Oracle Active Data Guard**—Maintains an up-to-date database replica for executing resource-intensive queries, reporting and backup operations.
- **Oracle In-Memory Database Cache**—Enables extreme query performance via cached subsets of the database for improved response time in the application tier.
- **Oracle Advanced Compression**—Reduces database disk space requirements and associated costs, improving performance, memory and network efficiency.



### MIDDLEWARE INFRASTRUCTURE

- **Oracle WebLogic Application Grid**—Supports increased computing power with unlimited, linear and predictable scalability. The grid works with any application server or in a pure grid environment without an application server.
- **Coherence Data Grid**—Provides fast access to frequently used data by automatically and dynamically partitioning data in memory, preserving continuous availability and transactional integrity – even in the event of a server failure.
- **Oracle Tuxedo**—Provides mainframe-class scale and performance on open, distributed systems for software written in C, C++, and COBOL, and enables you to “rehost” mainframe applications on mainstream hardware.

### ENTERPRISE MANAGEMENT

- **Oracle Management Packs**—Configure, provision, and monitor your database, middleware, and application environments comprehensively and in real-time, delivering higher quality of service.

## ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta's IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world's most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.

### FOR MORE INFORMATION

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