



Round-the-clock database administration support for a leading communications company

/// CASE STUDY



Highlights

Setting up an ODC for a leading mobile applications service provider

Client Type

Wireless and wireline communications products

Industry

Telecom

Type of Work

Production Support

Why EDS-Mphasis?

Capability to ramp up and build the team very quickly
Capability to provide managerial and high level guidance by experienced managers who have had prior experience in the same environment

Mphasis helped maintain the client's business by providing 24x7 database administration support for a leading communication company.

Client

A leading communication company offering a range of wireless and wireline communications products and services

Objectives

- To support huge and critical oracle database
- To provide 24x7 database admin support for running and maintaining the customer's business

Scope of the Solution

- Staff augmentation mode with micro level task planning, assignment, tracking by customer managers and supervisors
- Process and toolsets to be used and implemented as per customer process
- Engaging experienced Oracle database administrators (DBAs) to support from offshore

Challenges

- Non-availability of a systematic and smooth on-boarding process by customer to provide required access to databases, portals and other services for new team members
- Non-availability of robust broadband services across all areas of Bangalore

Solution

EDS-Mphasis recommended a mix of onshore and offshore team. Mphasis engaged 29 experienced Oracle DBAs who had prior experience in supporting critical production databases in 24/7 manner and who could communicate well in English language to provide DBA support from offshore.

A Delivery Manager was engaged at on-site for high level guidance and to work closely with client's executive management team along with an offshore manager. Offshore manager was engaged to help to manage the team at offshore while fulfilling day-to-day delivery requirements and assist on-site delivery manager.

Skill Set

Hardware: Laptops, Wireless Network Data Cards.

Network components:

Customer VPN

Software packages: MS

office, Oracle 9/10, Toad

Custom applications: HP Open

View Service Desk

Client Quote

"Thanks for all of your hard work on this project. Your work has made a big difference to our users."

- Production Support Director

Initially, the team was trained in the environment by the on-site client/EDS DBAs. Knowledge transfer was executed as per the plan. The high level work was assigned from customer's supervisors, the low level work by team leads to each of the various teams.

Knowledge Management

A Data Service Delivery Management work book has been created which has all relevant data related with resources, contacts, data base and application environment details, metrics etc.

This work book along with other knowledge material is uploaded in a web based document / knowledge sharing tool. Each team has a place in the web based document/knowledge sharing tool where team updates and keeps all required documents and information, while ensuring all team members has access to it.

EDS-Mphasis management team constantly communicated the problems and issues faced by the delivery team to customer management team in weekly team meetings and got it resolved. Team alternately used wireless data cards to provide the 24/7 support.

Innovation

- Implemented a routine health check process for all databases to reduce the chance of missing any vital parameter or information about the database
- Started a web based document sharing process to share all technical and process documents within all DS teams
- Review the script/procedure before executing in the environment
- Paged out the critical errors and alerts to mobiles (apart from e-mails) during the weekends so that any major problem/issue can be noticed in early stage

Benefits

- Automatic monitoring of databases during back-up or error situations, preventing advance issues in database.
- Considerable reduction in time while dealing with the databases
- Zero hours business loss for the client

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