

4.

Minimize Downtime for Oracle Database Migration

Helps you to save both topline and bottomline in meeting the business objectives

Business Challenges

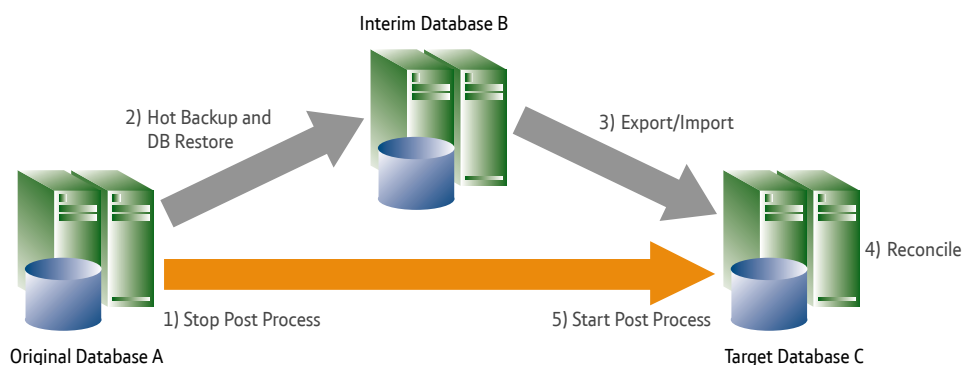
Major technology improvements, pressures on information technology (IT) departments to be more cost-effective, and business uncertainties in the high-end server market have led many CIOs to consider platform migrations.

With the focus on efficiency and return on investment (ROI), nearly all IT departments choose to evolve their IT infrastructure and reduce their total cost of ownership (TCO) through hardware and application consolidation. As a result, database consolidation is one of the key processes in most of the consolidation projects.

Migrations require hours or days of possible downtime for critical applications. Downtime is the number one issue seen by organizations facing this availability challenge. It comes out of your service levels, your customer satisfaction, and to some, even your market capitalization. In an increasingly competitive world, the pain of a migration ranges from bearable expenses to lethal damage.

Another concern is migration risk: what would happen if something went wrong during the migration? The worry was that it would be difficult to go back to a stable state without losing data, and that this could result in more downtime.

After migration, businesses cannot access their critical data from the "old" source system because it will not be present on the target system once the conversion is complete. If you discover a problem after the migration has taken place, you will face rollback issue on how to convert all transactions from the current systems to the one being replaced. Therefore, you require a bullet proof solution that includes fail-back plan in your migration solution.



Our Solution Offerings:

We offer database migration services using our skilled professionals, process and technology. The key benefits of this service offering are that technology/product is offered as rental service along with migration services. This product that features replication technology enabling customers to finally achieve the benefits of migration by reducing the inherent downtime barriers and performance problems that ultimately disrupt their business.

This product works in heterogeneous hardware environments that include Sun, IBM, HP, and many other platforms. This database migration can take place over LAN or WAN connection without disruption to the network users.

If a problem occurs after the switch, a switch back is performed without requiring transactions to be converted across systems. This safety net is our service differentiator.

Our Solution Offerings *continued*

Our experienced professional consultants are able to help you to perform:

- Risk Assessment
 - OS readiness assessment
 - Verifying the compatibility of the operating system and patches with the version of database server to be used, and verifying resources required for the database server.
 - Database readiness assessment
 - Verifying the compatibility of the database in the new environment and performance considerations.
 - Identify potential migration issues and special cases where major rework may be required.
- Database Migration
 - Including database upgrade and migration in a multi-platform, multi-version environment.

Key Highlights

- Reduced downtime for platform migration and consolidation
- Support multi-platform and multi-version database
- Provide fail-back capability
- Low risk, low impact

For more information, please contact our sales hotline at **(65) 6490 4884** or email, sales.frontline@bt.com.

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Key Features

Implementation services

BT Frontline professional services work with you to prepare a comprehensive, feasible migration plan that provide smooth migration with minimum errors. Fail-back plan is also included in the migration plan. Our consultants review your existing IT environment and database configuration to create a detailed pre-installation document, specifying what the consultant will install, configure and migrate onto the new environment.

Once a comprehensive migration plan is prepared, we will conduct migration trial(s) with the entire or subsets of the production database. This enables the migration team to estimate the downtime required for the production database migration as well as to avoid any surprises during the production migration. The migration test phase also provides you opportunities to address any limitations or deficiencies in your current application environment, such as database configurations, failing backups or non-redundant storage connectivity.

Once users are cut over to the new system, this product can be used to replicate transactions back onto the original source system, which then functions as a convenient safety net in the event of a fault in the new system.

BT Frontline then provides the database configuration overview and skills transfer to your system/database administrators or operators.

Activities and deliverables

Project kickoff meeting to establish the goals, schedules for the implementation:

- Prepare database migration plan to minimize migration downtime and provide fail-back plan
- Pre-planning and project kickoff
- Review the current database configuration
- Document the pre-install document with detailed statement of works
- Customised acceptance test plan
- Installation and configuration of database and the product
- Verify against documented acceptance test plan to ensure conformance to the configuration design.
- Conduct migration trial(s)
- Actual migration
- Provide configuration specific document
- Knowledge transfer of the newly created database configuration
- Conduct and operational handover, with formal review of the project including issues and implementation reports.