

## **The Situation**

Integra's client, a leading Global Institutional Asset Manager with over \$400 billion in assets under management, has experienced significant, consistent global growth. They needed to modernize the IT infrastructure to help facilitate new architectures designed to keep up with increased demand and globalization of their services. One of the key components to the modernized infrastructure was to upgrade their databases to Oracle 11g. Their objectives were to: gain greater flexibility and achieve cost savings by leveraging new Oracle features; conform to a common database throughout their enterprise; stay fully supported on a current version of Oracle's platform; and provide a scalable technology base for the new applications architecture.

## **The Challenge**

As the firm grew, new products, services and processes were introduced resulting in a complex network of interdependent databases, distributed transactions and replication everywhere. They had several database versions operating and multiple terabytes of data and storage. As a result of their rapid growth, they ended up with some extremely complex data models and hundreds of lines of obscure logic, complex nesting views, and many databases running in early optimizer modes.

Further complicating the situation, there was acute performance sensitivity because of the number of mission critical applications including trading systems and a nightly batch cycle with little room to grow. Additionally, full lifelike testing

was not possible because of the number of external interfaces outside of their control. And lastly, the upgrade window was limited to 36 hours for all testing and validation of hundreds of applications. This was truly a risky and complicated undertaking.

## **The Solution**

Integra delivered a team led by several very senior Oracle technologists as well as a rigorous, structured process that helped identify, evaluate and mitigate risk. The Integra team played key roles in the upgrade: providing strategic guidance and management advice; customizing an upgrade process and methodology that was tested and refined over dozens of previous engagements; performing deep technical research on complex problems; and executing performance remediation.

## **The Result**

Thanks to a team effort, flawless strategy and careful, methodical planning and execution, the upgrade was completed over a weekend and was extremely successful producing measurable results. All core databases were migrated to the 11g version on time and on budget. Many benefits were accrued by leveraging new features resulting in improved performance metrics and greater control. Most importantly, all service levels were met or exceeded and many new features are now available for the client to exploit as they embark on a modernization effort for their applications architecture.



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