



CLIENT
Queens University

INDUSTRY
Education

TECHNOLOGIES USED
Oracle Exadata

BUSINESS NEED
Customer was seeking a high-speed database platform for their PeopleSoft system as well as their other Oracle databases for many custom applications.

SOLUTION
Queens purchased two Oracle Exadata systems as their chosen solution and Eclipsys was involved in the entire process.

RESULT
This was an extremely high visibility project for university administration due to an increase reputation of lackluster performance and reliability. We were able to get them up and running quickly by shaving weeks off of the Exadata implementation through our Oracle relationships and expertise.

ECLIPSYS SHAVES WEEKS OFF OF EXADATA IMPLEMENTATION TO GET QUEENS UNIVERSITY UP AND RUNNING QUICKLY

Queens University IT Services Department was seeking a high-speed database platform for their PeopleSoft system as well as their other Oracle databases for many custom applications.

PERFORMANCE CHALLENGE
Their intention was to replace an aging infrastructure that was running for over 5 years. It was no longer meeting their performance needs and they hoped for a solution that required less manual optimization.

SOLUTION
After winning the bid for both the procurement of the database solution as well as the post integration and support of the solution. Queens purchased two Oracle Exadata systems as their chosen solution and Eclipsys was involved in the entire process.

Eclipsys worked with Queens to create a customized integration and training plan, including supporting them in their conversion of SPARC based Oracle 10g databases into their new x86 11g environment, spending days with their DBAs going through the specifics of Exadata and answering any and all questions they had.

RESULTS
This was an extremely high visibility project for university administration due to an increase reputation of lackluster performance and reliability. We were able to get them up and running quickly by shaving weeks off of the Exadata implementation through our Oracle relationships and expertise.

Eclipsys performed the following tasks for this project:
Strategy Development: We developed an overall strategy for the upgrade. These included instance strategy, testing strategy, and backup and recovery strategy. We developed with Queen's University a project vision, a project management approach and methodology.





Technical Upgrade: We completed a technical Upgrade of existing PeopleSoft Financials environments from 9.0 to 9.2. We reviewed any new “patches” as they are released to see if they could be included without significant impact to timing and budget.

Performance Testing and Tuning: Once the technical upgrade was performed and migration back to the Queen’s University data centre occurred, Queens executed a series of load scripts on key processes and critical workflows and analyzed the results. From the results we conducted database tuning and PeopleSoft optimizations.

Go-Live and On-going Support: Eclipsys performed the final upgrade to the Production Environment and participate in the Move to Production. This move was conducted with the consideration of ongoing major Queen’s University business processes and activities in order to minimize disruption to their business. The go-live support period was defined as the stabilization period after go live and the time necessary to resolve open issues and stabilize the system.

“Eclipsys played an extremely important role during the entire process. Firstly and most importantly they acted as an intermediary between Oracle and us. When we struggled to navigate the large and siloed organization, Eclipsys would connect us with the right people and was there every step of the way. They were able to shave weeks off of implementation by applying the right amount of pressure to the right people...Their staff including sales and technical were always professional and always delivered with their promises.”

- Brad Hannah, Manager - Systems and Storage, IT Services

ABOUT ECLIPSYS

Since 2009 we have worked with private and public sector clients to successfully address their most complex business challenges through highly innovative, flexible and customizable solutions and services that integrate business processes and information technology.

Eclipsys is an Oracle Platinum Partner, globally recognized as one of the highest levels of distinction within the Oracle Partner Network, and has one of the largest Oracle exclusive practices in Canada.

“We deliver award winning custom IT solutions and specialized services to Canadian Enterprises. Our success comes from enabling our customers to achieve maximum business value from their investment in Oracle technologies.”



HEAD OFFICE
Ottawa, Canada

REGIONAL OFFICES
Toronto, Canada
Montreal, Canada
Calgary, Canada