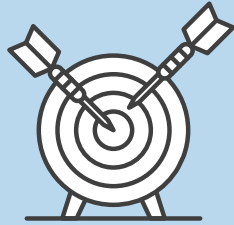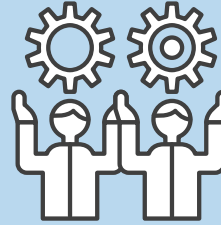**eclipsys** BEYOND THE CLOUD

Brief Summary:
Eclipsys helped Transat with a major upgrade by providing consistent expert support with Oracle Database experts, Solaris and 24x7 monitoring support

Customer Objectives:
- Consistent Expert support for internal team
- Implementation of proactive monitoring
- Action plan support for Oracle 11g to 12c upgrade

Solutions:
- Provided ongoing consistent support with Elite Oracle and Solaris experts
- Provided Oracle environment review with recommendations
- Installed and configured Oracle Enterprise Manager; provided first line support for all alerts

Outcomes:
- Successful upgrade and migration of critical Transat application and database
- Effective monitoring template deployed with early identification of incidents

Length of Engagement:
- 8 months

Industry:
- Commercial; Transportation

Products:
- Oracle Database Solaris
- Oracle Enterprise Manager
- Oracle Data Guard
- Oracle GoldenGate

Services Purchased:
- Eclipsys Bank of Hours
- Eclipsys Elite Support (previously Managed Services)