

# Utility Company Gains Reliable and Proactive Services Against Security and Performance Threats

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– Infrastructure Manager

## CASE STUDY

Database and Infrastructure Managed Patching Service

## About the Customer

A utility company IT department must function 24x7x365. The Oracle Engineered Systems platform is designed to optimize Oracle Database performance and accelerate operations, yet internal teams lacked the time to maintain version compliance, thereby exposing infrastructure to security and performance threats and putting the business and workloads at risk.

## Challenges

- A combined Oracle Engineered Systems and Database/OS environment with commodity hardware that dragged down the intended Oracle security and performance value.
- Internal teams struggling with vendor support scheduling.
- Mismatched database patch sets.

## Solutions

- Oracle Database Upgrade Solution
- Data Intensity Patching Service
- Data Intensity Managed Service

## Industry/Customer

Utilities Provider

## Customer Outcomes

- A modest, fixed monthly investment to avoid more costly exposure and risk.
- Reduced patching times and time-to-release.
- Improved security and flexibility.
- Services delivered by certified, Australia-based, Oracle Engineered Systems and Database/OS specialists.

## Customer Outlook

“As a business, our patching regime used to be a major headache for our internal teams. With the time constraints of working with a small internal team and having to deliver both projects and BAU, it has left very little time for us to complete the necessary patching required on our Oracle Database, operating systems, and infrastructure. By leveraging the DI Australian and global teams, we are now able to have patches completed on schedule, therefore reducing our security risks, keeping up with our SLAs, and allowing IT to focus on adding value back to the business.” - Infrastructure Manager

## About Us

Data Intensity is a trusted Managed Services Provider, delivering business transformative solutions and services tailored to help our customers succeed in a hybrid, multi-cloud world. Our purpose-built solutions and services target the technologies and platforms that power our customers' business transformations — from front-end strategy and design to implementation and migration to ongoing support and operation — all from a single provider. Customers choose us — and stay with us — because working with Data Intensity allows them to focus on their critical business needs while we focus on their applications and multi-cloud investments to drive faster time-to-value.