

# Powering the Tech Behind a Client's Operational Excellence

Expert Oracle Services  
and Dedicated Support  
Over Five Years



# About the client

For over 60 years, our client has been a trusted companion in the journey of pet care. It all began with a heartfelt mission to ensure safe travels for pets through the creation of the first dog kennel. Today, that same love and dedication resonate through our client's beloved brands. Recognizing pets as cherished family members, our client is unwavering in their pursuit to not only create dependable products but also to enhance the overall quality of life for pets everywhere.

**The company is currently valued  
at \$700 million.**



# Transforming Pet Care with Technology Support Through the Years

The collaboration began with a series of impactful projects, including Oracle EBS and database upgrades, infrastructure support, and comprehensive technical and functional support.

The early partnership laid the groundwork for a long-lasting and innovative alliance, demonstrating the power of expertise and technology in achieving remarkable results.

**As the exclusive partner managing the client's EBS Applications, we're not just a vendor; we're an integral extension of their IT team.**



# 5 Years of Partnership

**Kick  
Start**

**2019**

- Infrastructure Support
- Oracle Database & Applications Support
- Oracle Technical Support

**2020**

- Oracle EBS and DB upgrade
- Testing Support

**2021**

- Support for Oracle Cloud Migration

**2022**

- Technical Support for Cosmic Pet Project
- MRP discovery

**Till  
Mar'23**

**2023**

## Pre-Managed Services

- Oracle Database & Applications Support
- Oracle Technical and Functional Support
- Infrastructure Support

# Projects and Support Services



## Projects

### Cloud Lift and Shift

Migrate on-premise applications and databases to Oracle Cloud Infrastructure (OCI).

### Technical and Functional Support for Oracle Applications

Provide ongoing support for Oracle Forms, Reports, and customizations

### Data Migration Support

Assist with data migration projects, such as the CosmicPet acquisition.

### Security Enhancements

Implement advanced security measures, including SSH restrictions and Web Application Firewall (WAF) setups.



## Support Services

### Oracle DB Support Upgrades

Routine upgrades & patches: Ensure the latest features and security enhancements.

### Performance Tuning and Optimization

Enhance the performance of Oracle applications and databases.

### Proactive Monitoring and Alerts

Implement monitoring systems to identify and address issues before they impact operations.

### Infrastructure Support

Maintain and optimize the underlying hardware and software infrastructure

### Disaster Recovery and Backup Solutions

Ensure data integrity and availability through robust backup and disaster recovery strategies.

### Managed Services

Offer comprehensive managed services for Oracle Cloud and on-premise environments.

### Incident and Change Management

Manage and resolve incidents and changes efficiently to minimize disruptions.

# The Doyensys Edge

## Innovative Solutions and Seamless Support



### 24/7 Proactive Support

Established a dedicated team to provide round-the-clock support, ensuring prompt resolution of technical issues, prioritizing high-impact tickets, and managing database failovers to maintain business continuity and minimize downtime



### Advanced Monitoring and Maintenance

Implemented comprehensive monitoring scripts for real-time detection and resolution of system anomalies, significantly improving system reliability, while conducting regular performance tuning and database optimizations to ensure the platform's responsiveness and efficiency.



### Database Enhancements and Upgrades

Provided continuous support for Oracle EBS and database upgrades, enabling seamless transitions and maintaining optimal performance. Supported major data migration projects like the CosmicPet acquisition and ongoing cloud migration efforts to Oracle Cloud Infrastructure (OCI)

## Tech Tools Used

Oracle EBS 12.2.8

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Forms

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Apex

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Reports

# Tools Built for Peak Database Efficiency



## DBfullview and Ebizfullview: Doyensys Proprietary Tools Tool Capabilities

### Comprehensive Insight:

Deliver a complete technical view of databases and applications.

### Performance and Security Metrics:

Capture key metrics for storage, performance, structures, and security.

### Proactive Management:

Enable DBAs to quickly identify and address issues.



## Benefits Realized

### Enhanced Security:

Automatically identify and resolve security gaps in roles and privileges.

### Significant Time Savings:

Save 2 to 2.5 hours weekly, freeing up resources for strategic tasks.



With Doyensys' expertise, the client realizes **\$69,075** in annual savings, enhancing efficiency and performance.

## Comprehensive Support during Key Projects

From seamlessly migrating vast amounts of data to tackling security incidents head-on, Doyensys has proven its expertise in managing high-stakes projects. Our proactive measures implemented during security vulnerability attacks ensured business continuity and minimized risk for the client.

# Business Impact

## Tangible Improvements and Lasting Benefits

### Enhanced Performance and Reduced Downtime

The implementation of monitoring and alert mechanisms for high CPU usage programs optimized their IT infrastructure, preventing unplanned downtime and ensuring smooth business operations.

### Enhanced Security and Reliability

Implementation of SSH restrictions and the creation of a Web Application Firewall (WAF) controlled malware environment for production servers improved security and ensured higher availability.

### Increased Operational Efficiency

The automated shutdown of non-production environments during weekends led to savings of around \$150 per day. Additionally, the file transfer solution between Windows servers for Magento saved over 100 hours in integration development and testing.

This robust partnership has not only addressed immediate technical needs but also laid the foundation for future growth and success. As the client continues to expand and evolve, Doyensys remains a committed and trusted partner, dedicated to delivering solutions that drive excellence and enhance their capabilities in the pet care industry.

## **We Unleash the Power of Technology for your Business**

If you would like to know more about how we can support your business, please reach out to us at <email address>.

At Doyensys, we support businesses with cutting-edge technology solutions that ensure seamless operations and unmatched performance. Our expertise fuels success, drives growth, and ignites innovation for our clients.

[www.doyensys.com](http://www.doyensys.com)