

Leading Insurance Company in East Asia meets its Data Management Challenges with Solix EDMS Database Archiving

Challenges

- Degrading application performance,
- Delays in quarterly report generation and application access during high demand periods,
- Growing problems maintaining backup and restore windows,
- Increasing cloning times,
- Increasing capex expenditures for hardware, infrastructure, server, and storage

Quantitative Benefits

Solix EDMS pays for itself many times over in direct savings by:

- Improving application performance and therefore service levels by reducing the size of primary storage production database;
- Saving capex by controlling the growth not only of the production database (and therefore of database clones), thereby reducing the growth of primary storage, but also of non-production instances thereby controlling the size of secondary storage;
- No user training with continued real-time online access to all archive data from native application;
- Providing faster report generation and improving application access during peak periods such as the ends of fiscal quarters and fiscal years without server upgrades;
- Easing operational scheduling by decreasing backup, restore, and upgrade windows;
- Contributing to a greener Data Center by reducing power and cooling needs for primary and secondary storage.

In mid-2008 East Asia-based Fortune 500 Insurance Company, with operating income exceeding US\$18 billion, was facing a growing problem in the form of out-of-control growth of its Oracle E-Business Suite database. Additionally, it needed data security software to protect sensitive data in its test environments. Uncontrolled growth of its production database was creating a list of problems that were growing toward crisis proportions.

Insurance company found the solution to its problems in the Solix Enterprise Data Management Suite (Solix EDMS) toolset, which is specifically designed to support the Oracle E-Business Suite and other popular enterprise applications. Insurance company selected and implemented three data management modules of Solix EDMS:

- **Solix EDMS Database Archiving**, that automates the archiving of seldom-accessed data to less expensive storage media, solving the performance problems the insurance company was experiencing while preserving online access to the archived data and the ability to combine archived and production data in a single view or analysis;
- **Solix EDMS Test Data Management**, that automates the creation of smaller database subsets for testing that work with all Oracle E-Business Suite modules, thereby sharply reducing the time to create such subsets while maintaining full referential integrity; and,
- **Solix EDMS Data Masking**, that automates data masking and works in tandem with Solix EDMS Test Data Management, thereby rapidly delivering smaller test databases while also protecting sensitive data using different algorithms such as nulling, substitution, and encryption.

The Insurance Company was experiencing a common problem. Its main production database, in this case an Oracle E-Business Suite installation, was growing out of control. This was creating several issues that were approaching crisis stage:

- Application performance and therefore quality-of-service for end-users, was degrading overall.
- In particular, quarterly report generation and application access during quarterly closings was slowing to the point of creating scheduling problems with production of important quarter-end financial reports.
- Database backups and restoration times were getting longer and approaching the limits of backup windows.
- Database cloning for testing and other routine processes was also taking longer than acceptable. The data security officer and CIO were also concerned that copies of sensitive data in clones used in test environments may be vulnerable for breach by unauthorized individuals including outside consultants and Internet-based cyber-criminals who find these environments less well secured than the production environment.
- Data growth was forcing increased capex investment in more expensive primary storage as well as server, infrastructure, and other hardware.

Qualitative Benefits

Solix EDMS provides additional real, although harder to quantify, benefits by:

- Improving security for sensitive and corporate confidential data by masking important datasets in database clones and subsets intended for test and other non-production functions;
- Integrating a cloning process for the Oracle E-Business Suite as part of the testing and development lifecycle;
- Simplifying and accelerating disaster recovery by archiving historical data from the production environment;
- Improving data access and facilitating the combination of archived and production data to support faster decision support, compliance and audits;
- Minimizing expensive, error-prone manual operations by automating archiving, cloning, and data masking;
- Providing an integrated solution to manage multiple data management functions across multiple applications and across the enterprise;
- Automating best data management practices recommended by Gartner, ESG, and Forrester.

Solix Technologies, Inc.

4701 Patrick Henry Dr.
Building 20
Santa Clara CA 95054

1.888.GO.SOLIX
+1.408.654.6400
info@solix.com
www.solix.com

The insurance company had already tuned the database for maximum performance, and the CIO recognized that more tuning and purchase of expensive hardware was only delaying the inevitable and would have no impact on the backup scheduling and cloning issues. The insurance company was ready for a new approach to controlling its data-growth problem.

Enter Solix EDMS

Oracle Advanced Customer Services (ACS) team was tasked to help solve the problems being faced. After evaluating the situation, it suggested to implement an ILM solution and recommended Solix. An Oracle Gold Partner, Solix Technologies provides Solix EDMS that is validated by Oracle to work with the Oracle E-Business Suite, PeopleSoft Enterprise Applications, Siebel, JD Edwards, BaaN, Oracle Transportation Management and other popular enterprise applications and other popular enterprise applications. The Oracle ACS team implemented the Solix EDMS solution in a short period of time, with no issues and very little training, demonstrating its ease-of-implementation and use.

The database growth problem was the immediate priority. Over the next seven weekends, with no impact on weekday application performance, Solix EDMS Database Archiving automatically completed the otherwise impossible job of identifying older, seldom-accessed transactional business objects inside the Oracle E-Business Suite production database and archived them securely to a less expensive, lower-tier storage while preserving the full referential integrity of the data. This process reduced the production Oracle database to a manageable size, solving the performance problems business users were experiencing while preserving online access to the archived data. It also allowed the ability to combine production and archived data in a single view or analysis to meet both internal business needs, and external compliance requirements.

It then solved database cloning issues using the Solix EDMS Test Data Management. This subsetting tool allows database administrators to rapidly create smaller subsets of the full production database for application testing and other needs, improving DBA productivity, reducing storage requirements and most importantly maximizing efficiency in the application testing process.

The insurance company also had to address the issue of vulnerability of raw data in test environments. Solix EDMS Data Masking replaces or hides all sensitive data in database clones and subsets in a consistent manner that preserves referential integrity and the ability to run all test and other non-production operations. The Solix EDMS Data Masking tool supports column-level data masking and provides data managers with a choice of options, including replacing data with groups of repeating or random letters and numbers in the same format (e.g., XXXXXX 99.9999), masking the data with opaque electronic black blocks, or encrypting them, to meet the requirements of different kinds of data and different uses.

Conclusion

Since its deployment, Solix EDMS has quickly exceeded the insurance company ROI expectations in overall hard savings on capex expenditures as well as the harder-to-measure but important benefits of improved performance, particularly during peak periods such as quarter- and year-end book closings and financial report generation, plus faster backup and recovery and clone generation, and higher data security in test and other non-production environments.