Improving Mission Critical Transportation Systems' Performance and Availability

Client Profile

The global container terminal company provides worldwide port management and terminal operations to liner shipping and port customers. The client also provides a wide range of inland transportation and cargo services.

The client's terminal network includes port and terminal facilities in 39 countries on five continents. In addition, the company maintains over 160 inland cargo facilities that provide container transportation, management, maintenance, and repair in 48 countries.

Business Challenge

Like all terminal operating companies, the client relies heavily on mission critical applications to manage all facets of its global shipping operations. The client lost their IT support services provider for their aging hardware and software platforms during a company-wide upgrade to their IT infrastructure.   In addition, the client was paying additional fees to their hardware and software vendors to extend support for their out-of-date systems.

Because of the poor support from their previous vendor, the client's AIX servers and Oracle databases were experiencing frequent performance and availability issues.   Upon review, it was also found that the current DR environment put their shipping terminals at risk of a potentially catastrophic data loss.

> *"Our goal is to become our clients' IT partner, not just their services provider."*
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> Chet West VP, RadixBay Managed Services and Application Development

RadixBay Solution - Rapid Triage and System Improvement

The RadixBay Managed Services team took a multi-phased approach to resolving the client's problems. The team worked with the client to rank and categorize the systems based on their importance to business operations. After performing a detailed evaluation of the environment, RadixBay implemented a plan to quickly improve the quality of the client's platforms, beginning with their most critical systems.

Coordinating Daily Support Activities with Improvement Initiatives

During the triage and correction process, RadixBay fielded all support calls to ensure incidents were handled quickly and efficiently.

Constant communication between the RadixBay support teams ensured that all personnel were aware of the environment's current state and the status of the improvement team's initiatives.

System Stabilization and Improvement

After the team stabilized the client's systems, RadixBay implemented a robust set of system maintenance routines. In addition, RadixBay designed and deployed a thorough monitoring strategy to ensure that critical applications were highly available and performing as expected.

RadixBay then focused on evaluating and testing the client's DR plans for its critical platforms. RadixBay identified and corrected numerous problems that ranged from minor configuration and procedural issues to impending disk failures on backup devices.

Optimizing Key Decision Support Systems

After improving the quality of the client's operational systems, RadixBay's Managed Service Team focused its attention on their data warehouse environment. The system's poor performance was preventing business users from receiving the timely information they needed to make strategic business decisions. In addition, the client wanted to migrate the data warehouse to a hosted data center to reduce costs and leverage the provider's highly available environment.

RadixBay built a copy of the client's 1.3 TB data warehouse in a test environment as a backup and moved the production hardware the following weekend. In less than three weeks, the client's servers were moved to the new hosted data center.

The RadixBay team also worked with the client to build a duplicate production data warehouse system to implement and test historical data purge routines. The purge routines and subsequent tablespace reorganizations reduced the data warehouse's space consumption to less than half of its original size.

RadixBay continued the improvement process by working with the client's application teams to clean up application directories, improve automated tasks, update backup procedures and implement a software upgrade strategy to ensure the systems were at the most current release and maintenance levels possible.

RadixBay Service Benefits

- Improved the reliability and performance of the client's mission critical transportation systems
- Reduced processing times for gate transactions from 45 seconds to 3 seconds
- Reduced number of user reported issues from 16 to 1 to 2 per month
- Standardized backup and recovery procedures
- Successfully moved the client's data warehouse to a hosted data center with no business impact
- Implemented purge routines and tablespace reorganizations to improve data warehouse performance and usability
- Improved system manageability by designing and implementing standardized software upgrade paths
- Day-to-day maintenance services allowed the client's IT team to focus on strategic technology initiatives
- Provided client with highly skilled resources that possessed in-depth knowledge of legacy systems

About RadixBay

From application development and packaged application support to around-the-clock cloud and on-premise data infrastructure monitoring and administration, RadixBay provides a wide range of enterprise-grade IT solutions.

Focus on Your Business. Let RadixBay Handle Your IT.