

CASE STUDY

Managed Database Services for a Major Energy Client

CGI's Managed Database Service is an all-encompassing solution that futureproofs the client's database landscape. We take complete ownership of the infrastructure, optimize performance, and ensure data security. This allows our client to focus on other priorities as we manage their environment.

Enterprise Challenges

Medium to large corporations suffer from a similar set of issues when it comes to Database Environments. Standards change with each database upgrade, and organizations typically don't have the resources to keep up. This can often lead to odd procedures, a mix of license configurations, and a more complex environment than necessary. The result usually leads to a more expensive operational environment than needed.

Our Mission: Modernize and Streamline

To achieve this, we performed a complete evaluation of our client's environment, aligning a team capable of managing the environment in its current state. We then introduced incremental efficiencies aimed at reducing the cost of supporting the environment over time. The introduction of structured industry standards and a consistent upgrade, maintenance, and patching strategy resulted in a cleaner, more efficient database footprint as well as ongoing support efficiencies.

We automated database refreshes, standardized database procedures, improved deployment mechanisms, improved integration with the client's assets, and implemented incident management processes.

With these operational efficiencies realized, our OT solution now provides an end-to-end database management service which includes: incident, problem, and change management, monitoring, database administration, and support for various database technologies including Oracle, MS SQL, Sybase, Azure SQL, and PostgreSQL.

We also provide ongoing disaster recovery, capacity management, and performance tuning to ensure optimal performance and efficiency for our client.



We also offer our client a range of managed outsourcing services.

These are custom-tailored to ensure our client's satisfaction, leveraging both our local and global IT expertise.

- Infrastructure Managed Services
- Application Managed Services
- Custom Development, Full-Stack and ETL
- Reporting Support
- Quality Assurance



Driving Efficiencies at Scale

Positive outcomes resulting from our Managed Database Service:

- **Improved Database Performance:** Our database tuning, performance management, and capacity planning services help ensure the database environment is optimized, resulting in faster response times, increased throughput, and improved user experience.
- **Reduced Downtime:** Our incident, problem, and change management services ensure that issues are resolved quickly and efficiently, reducing downtime and minimizing impact on our client's business.
- **Disaster Recovery:** Our disaster recovery services ensure business continuity in the event of a disaster or outage, minimizing the risk of data loss and ensuring that business operations can continue uninterrupted.
- **Cost Savings:** Our services reduced operational costs and capital expenses associated with managing and maintaining an in-house database infrastructure, allowing the business to focus on its core competencies and strategic initiatives.
- **Efficient Database Management:** Our support team is built using a blend of Senior and Intermediate skills which allow us to assess, recommend and implement long term improvements in our goal to reduce incidents and improve stability.

Overall, our end-to-end database management solutions provide businesses with a reliable, secure, and optimized database environment, enabling them to achieve their business objectives while mitigating risks and reducing costs.

“Stability and efficiency go hand in hand with standards, automation and a capable support team.”

Raymond Smith

Director, Consulting Services, CGI

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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