



# DRIVING SYSTEM PERFORMANCE TO THE MAX

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WellData stepped in to provide urgent support to world leading automotive business, Prodrive

**prodrive**

**welldata** 

## Prodrive

Prodrive is a world leading motorsport and advanced technology business, who help businesses in the automotive, aerospace, marine and other sectors create innovative engineering solutions that realise their ambitions.

*"Peace of mind is critical when it comes to database management. Doing our job well means that as DBAs we don't have to constantly fix bugs, because we have configured Oracle correctly in the first place."*

*WellData - Oracle DBA*

## Challenges

### Cost of 24/7/365 database management

Like most businesses, in order to ensure that databases are properly and consistently managed, ProDrive would have needed several full-time DBAs, with the high costs associated with employing and training several members of staff – simply because only one DBA cannot be on call and ready to fix possible errors and issues 24/7/365.

### One single point of failure

Due to budget limitations, Prodrive had to rely on only one DBA. When their DBA left, not only were Prodrive left without support, but also the expertise, knowledge of the whole system, and historical information had left with the DBA.

Suddenly left without anyone to look after their Oracle estate, Prodrive needed a team of experts to come to the rescue.

## Executive Summary

Prodrive runs its ERP and PLM systems with the support of an Oracle database estate.

In the past, this estate was maintained by an in-house Database Administrator (DBA), but when the DBA suddenly left the company, Prodrive was left with no support at all.

The challenge Prodrive then faced was to urgently find someone that could step in and smoothly manage their databases, while ensuring quality of service and affordability.

That's when WellData came into the picture. Today, Prodrive can rely on an expert partner that provides stability and security to its database estate.

### Part of the IT team

Most importantly, it was not just a question of finding someone that could offer the database support they urgently needed, but someone that could become part of their IT team.

They needed someone genuinely committed to getting to know their systems fast to ensure that the most thorough, bespoke service was provided.

### Performance and errors

Additionally, Prodrive's servers were starting to experience errors and were in need of suitable upgrades.

## The Solution

### Peace of mind

WellData stepped in and immediately got to work making Prodrive's systems more efficient and productive.

Not only did we boost the performance and availability of their databases, we also delivered improvements to the day-to-day management.

### 24/7/365 database management

Our service offers continuous monitoring, with no limit on the amount of advice, interventions or support offered.

### A fully dedicated delivery team

- Service delivery manager (with unlimited access)
- Primary Oracle DBA and a primary SQL Server DBA.
- Secondary Oracle DBA and secondary SQL Server DBA.

The primary DBA's role is to execute the complete support package on a day-to-day basis, including proactive management, and reactive tasks where necessary.

The secondary DBA is continually briefed and provides continuous coverage whenever required.

### Monitoring services

We install specialist monitoring tools to underpin the 24/7 management, with a warning system in place that ensures that, in the unlikely case of an incident, a DBA is allocated the task immediately.

## The results

Thanks to WellData, Prodrive's Oracle database systems are running more reliably and efficiently than ever.

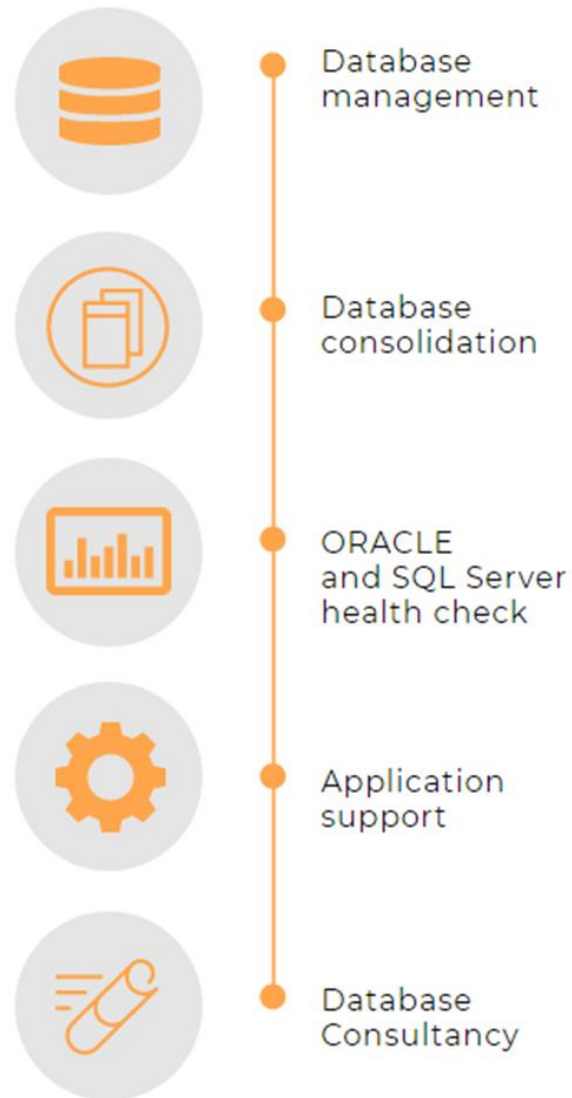
By outsourcing its database management to WellData, Prodrive has the reassurance that downtime is kept to a minimum and it continues to make significant IT cost-savings.

*"There's an unflappability about WellData and their staff which gives you, as a customer, confidence that these guys really know their onions. 'Excellence' is clearly their watchword and the Prodrive team have no hesitation in recommending their services."*

## What WellData can do for your Oracle database estate

WellData offer a range of services to support your IT environment.

With a proven track record of effective partnerships with clients across the U.K. we look forward to becoming "part of your IT team".



*WellData look forward to working with you and are confident that we can meet the challenges and requirements you are looking for.*

*If you have any questions or would like to find out how WellData can help you, please feel free to contact our team:*

*enquiries@welldata.co.uk  
0800 389 4051*



## Get in touch

Call 0800 389 4051

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