

# Oracle Exadata Patching

The Oracle Exadata Database Machine is a complex combination of hardware and software that is optimized for running Oracle databases. Some Oracle customers hope to leverage Oracle's Platinum Support services and have Oracle, as the vendor, patch this complex appliance. Sometimes, due to the complexity of the architecture, a trusted partner is required to augment the infrastructure team.

When our client encountered Oracle Platinum Support issues with excessive lead times, restrictive implementation dates, and the risk that only a subset of the hosted databases would be patched without specific customer and application integration - they chose to broaden the Pythian engagement to include patching services. With deep Oracle database and cloud infrastructure expertise, Pythian bridged the gap and ultimately replaced Oracle Platinum Support for Exadata patching.

As their managed services provider, Pythian already had deep knowledge of the client's environment and could prepare technical action plans quickly, with more communication and tighter coordination with other areas beyond what Oracle Platinum Support would do within their scope of service. Pythian also customized which patches to apply in order to meet the customer's precise needs. This approach minimized the scope of outage and overall downtime. Pythian provides ongoing support, providing high value services such as post-patch optimization (e.g. query performance regression and the associated turning and query optimization) and quarterly updates.

After a short time, this client elected to use Pythian instead of Oracle Platinum Support for their Exadata patching needs. Pythian's efficiency, flexibility and speed left the customers feeling that "Pythian responds to their needs" in a way that worked better for them and their team.

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## Outcomes

- Pythian **bridged patching gaps** for Exadata.
  - Minimized outages during patch updates.
  - Provided maximum flexibility in a complex Oracle Exadata environment.
  - Pythian provided timely services and a customer-centric approach that instills confidence that **exceeds customer expectations**.
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## ABOUT PYTHIAN

Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.

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