Oracle Cloud Infrastructure (OCI) Migration and Support

Pythian's customer is a large Oracle user that migrated their on-premise database workload to Oracle Cloud Infrastructure (OCI). Pythian also upgraded and migrated this client's Oracle database into ExaCS infrastructure.

Oracle Exadata Cloud Service is used by customers who want to run mission critical databases in the public cloud and utilize the offsite nature of the cloud for Disaster Recovery purposes. When migrating to vendor clouds, customers often realize the cloud vendor only provides limited support and that Pythian's services and expertise are still required. While Oracle manages many aspects of the underlying cloud infrastructure (OCI) and associated software services, a managed service provider (MSPs) such as Pythian was needed to administer many parts of the database and application software, including customized components that resided on that infrastructure.

Pythian upgraded from on-premises Oracle Database 11g to 12cR2 and then migrated to the OCI Exadata Cloud Service (ExaCS). We later upgraded the ExaCS X7 to X8. Now Pythian continues to provide support for validation of cloud service–including features like automated patching vs. manual patching, and working with Oracle technical support to troubleshoot complex software and infrastructure issues.

Today, Pythian continues to assist with region and technology management and provides all levels of database administration and related support, including:

- Dealing with application compatibility (or lack of RAC-compatibility) issues, integration points and tooling (such as Oracle GoldenGate and Oracle Data Integrator)
- Cloud region replication
- Database management (for example, PDB cloning)
- SQL and database performance tuning and optimizations

Outcomes

- Pythian achieved an **established, stabilized workload** by supporting and managing the migration.

- Pythian **minimized downtime** by troubleshooting complex software and infrastructure issues.

- Pythian **optimizes performance** through ongoing region and technology management and by providing all levels of database administration and related support.

- Pythian has allowed this client to **control their own schedule** for patching and upgrades.

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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OFFICES

Ottawa, Canada
New York City, USA
Minneapolis, USA
London, England
Hyderabad, India

linkedin.com/company/pythian

twitter.com/Pythian

Contact us at +1-866-798-4426 or info@pythian.com

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