

Powering the world of financial services

Client: Financial services company

Location: Melbourne, Australia

Industry: Banking & Financial Services

Challenge

- Existing Oracle Exadata platform nearing end of life (and five generations behind latest version)
- Impending data centre move meant high risk in relocating old technology
- Requirement for a solution to accommodate future growth

Solution

- Comprehensive build, upgrade and migration of old Exadata X2-2 environment to new Exadata X7-2 environment
- Three separate project phases involving several teams and vendors working in sync to run multiple activities in parallel
- DXC engaged to manage overall project and multiple parties involved

Results

- Improved performance, cost-effectiveness and availability of Oracle databases
- Significantly improved batch run times allows a greater window to perform essential credit collection and other business critical functions
- The ability to process more orders in less time with lower latency, faster identification and response to customer trends

This financial institution is on a journey to create a new world of financial services, challenging the status quo and looking for ways to be better; for its customers, partners and employees. A prominent financial services provider in Australia and New Zealand, the company's major product line is consumer finance. The organisation offers personal loans, credit cards, car loans, and personal insurance; and partners with some of the region's most iconic and successful retailers driving retail finance business.

Challenge

With an existing Oracle Exadata Database Machine and related services nearing end of life and approaching maximum performance capacity, the organisation required a solution to meet their future needs. Exadata runs all the company's business critical database workloads including online transaction processing, data warehousing, and in-memory analytics which feed into credit collection solutions. This allows the financial services provider to service its consumers efficiently across the entire originations process, from new customer product origination to approval/funds disbursement.

Barely coping with current workloads, the company's existing Exadata system (X2-2) was five versions behind the current version (X7-2) and could not accommodate future growth. In addition, the organisation had planned a production data centre move, presenting the ideal opportunity to start fresh.

The relocating and upgrading of an outdated platform also presented a high risk of outage to critical systems. The company required a tight cutover and minimal outage to ensure availability for key business as usual (BAU) operations.

Solution

Since DXC already supported the company's full infrastructure stack, the team had first hand insight into the client's business requirements. DXC proactively undertook careful evaluation of platform options in order to determine the best fit-for-purpose solution.

Victor Lal, DXC's Account General Manager said, "The planning process was highly iterative and collaborative. We worked very closely with the client to weigh up the options to produce the best outcome for their business."

The solution involved several vendors who were involved in the implementation. Managed overall by DXC, all parties worked in sync to run multiple activities in parallel.

DXC's Red Rock team were responsible for negotiating the Oracle commercials and provisioned the technical elements of the new Exadata X7 infrastructure deployment, configuration and operational readiness. With over eight years' experience delivering Exadata solutions and services across all major models and deployment sizes, DXC Red Rock, DXC Technology's Oracle practice in Australia and New Zealand is the largest independent provider of Oracle consulting and managed services in the region.

As a result of DXC's expertise, the client felt supported throughout the entire project. The program manager for the financial services provider said: "DXC were able to bring together all parties to migrate our critical business systems with no impact to BAU. The execution was flawless from procurement through to delivery."

Implementation

The Exadata upgrade project was a large and extremely complex new infrastructure deployment with mission critical workloads, over 20 database upgrades, and 12 separate IT change events required to go live.

DXC led the design, build, upgrade and deployment/migration of the new environment with unique technical excellence and high-quality deliverables, even with the rigid milestone deadlines (due to impending data centre move) in just three months. The project included the removal of end of life hardware at the existing data centre and the implementation of new state-of-the art technology, while also leveraging the opportunity to install new infrastructure into the brand new data centre. This eliminated the potential risk involved in relocating old technology from the second existing data centre which was decommissioned.

The entire program was split into three phases – each then split into production and non-production environments across the two separate centres:

- Phase 1: New Exadata X7-2 installation
- Phase 2: In place database upgrades
- Phase 3: Database migrations

Just one week prior to scheduled go live, the existing Exadata system starting failing and immediate implementation ahead of schedule was requested - which the DXC team was able to accommodate.

Keys to success

Activities successfully ran in parallel as a result of the seamless collaboration between all parties. DXC ran a master schedule with strong collaboration amongst multiple sales, solution design, delivery and operational support teams; as well as key project engagement partners, Oracle, AT&T, and the backup and data centre facilities/onsite teams.

DXC Catalyst project management methodologies were proactively applied; the OEDA (Oracle Exadata Deployment Assistant) tool was used to capture and create the configuration for new Exadata X7 systems commissioning; and the Oracle data guard migration approach ensured a flawless workload migration cutover with no business impact for the client.

Delivery of timely technical workshops ensured complex technical solutions were planned well ahead of time with smooth subsequent delivery. Detailed cutover plans were developed, with every single risk considered prior to execution. Backup, and DBA teams worked together throughout the delivery lifecycle to quickly and efficiently resolve any technical issues.

This level of planning and oversight was essential since the company's hard deadline meant any delays had potential to impact the impending data centre migration and move.

Results

Given the timebound new data centre migration involved an extremely tight implementation timeframe with mission critical workloads, the client was understandably nervous. While initially sceptical the tight deadlines could be met, DXC exceeded all expectations with a well-executed project delivery effort. The project was implemented with seamless cutover from old to new with DXC's program delivery execution rated a perfect 10 out of 10 and applauded by the client's executive team.

The new solution is engineered to deliver dramatically better performance, cost effectiveness, and availability for Oracle databases. It provides the financial services provider with increased performance and significantly improved batch run times (reduced by an average of two hours) with a greater window for the company to perform mission critical functions.

The financial services provider now has the ability to process more transactions in less time with lower latency, real-time visibility into systems, and faster identification and response to customer trends. According to the program manager, "the new Exadata environment is absolutely flying, it is reliable and has the capacity for additional workloads to support the company's business needs well into the future."

Next steps

Technology is being used as an enabler for the client to achieve its goals and challenge the status quo in the traditional financial services sector. DXC now provides ongoing support services to the organisation and is currently analysing other Oracle systems to ensure optimal performance.

About DXC Red Rock

DXC Red Rock is the largest independent provider of Oracle consulting and managed services in Australia and New Zealand. Red Rock provides dynamic technology leadership in delivering Oracle Cloud solutions, with a full continuum of services around Oracle's integrated suite of applications, platform services, and engineered systems.

As part of DXC Technology, Red Rock offers speed and agility with thought leadership and global scale. This allows us to design and deliver innovative market-leading solutions that enable clients to transform their businesses and the broader market. Oracle has globally recognised Red Rock's expertise and skills by accrediting us as an Oracle Platinum Partner, Oracle Cloud Premier Partner and Cloud Managed Service Provider.

About DXC Technology

As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernising and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes. The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit www.dxc.technology and explore thrive.dxc.technology, DXC's digital destination for changemakers and innovators.