VIRTUAL-DBA
MAJOR PHARMACEUTICAL DEVELOPMENT COMPANY

ORGANIZATION

Pharmaceutical Company

CHALLENGE

With operations in more than 25 countries, this drug development services company is one of the world's largest and most comprehensive. The company's web response service system allows real-time data access and visibility to its customers. This in turn, reduces drug overproduction costs, allows flexibility in study schedules and results in substantial reductions in drug waste and distribution costs. When utilizing their services, customers have the added flexibility to move drug supply between depots and warehouses – in real-time – online. Optimal efficiency and minimal downtime are clearly critical to this business.

SOLUTION

Through our Virtual-DBA services, we provide broad 24x7 operational support, maintenance, tuning, troubleshooting, mentoring and consulting services in the company's voice and web response system. Our services, and the implementation of additional monitoring tools modified for the client's system, have played a key role in reducing service problems that can have critical business impact. Our Virtual-DBA team, working with the company's internal IT team, significantly reduced Severity 1 alerts.

KEY COMPONENTS

CLIENT REQUIREMENTS

24x7 system availability

Enhanced system stability/ reduced urgent tickets

Enhanced response time

Secured development environment

XTIVIA SERVICES

Assistance with server administration, maintenance, troubleshooting, performance turning and consulting

Support of drug studies

Troubleshooting errors and preventative measures

Implemented added automation in monitoring production system and ensuring its stability

Utilization of XTIVIA's Virtual-DBA Service to handle business and to create new replication server monitoring and maintaining services

Our team provided additional monitoring capability on the system and improved system stability. The new monitoring tools implemented on the replication system, for example, sends alerts when there's abnormal queue growth or there's any component that is down. It also includes new management method for table-level synchronization, row count comparison of PDB and RDB and etc. XTIVIA's Virtual-DBA team continues to support the client's system by implementing innovative new solutions and enhancing the existing monitoring tools.

RESULTS

Drug development is complex, requiring vast medical and laboratory expertise. XTIVIA's Virtual-DBA team is dedicated to providing the services vital to our client's business.

XTIVIA OVERVIEW

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients' specific requirements, regardless of the complexity of the projects. XTIVIA's success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. XTIVIA has offices in Colorado, New York, New Jersey, Missouri and Texas.

DATABASE OVERVIEW

XTIVIA is at the forefront of a new generation of information technology services companies focused on value, speed of delivery and high-performance technology solutions. We combine people, business process and advanced technology in a comprehensive set of IT services. Our database management team is comprised of seasoned professionals who possess the business background, project management experience and technology expertise to deliver business-critical technology solutions. These solutions include a variety of platforms, devices and networks, including integration with legacy systems, development of business applications and web-based functionality.

XTIVIA's database services can be customized to meet the unique needs of your business. Our knowledgeable staff of database experts is available for long-term or short-term assignments to meet your database needs.