NEW MEXICO MUTUAL ORACLE DATABASE APPLIANCE HARDWARE REFRESH

ORGANIZATION

New Mexico Mutual is New Mexico's largest workers' compensation insurance carrier, serving businesses throughout the state. In addition to providing coverage, the company manages workplace injury claims and offers a wide range of safety resources to help businesses maintain safe workplaces. Supporting policyholders means managing workplace injury claims and payments, facilitating return-to-work programs, and providing a range of safety resources to help prevent accidents. Seamless operations are required to deliver essential benefits to injured workers, authorize and pay for medical care, and meet extensive regulatory reporting requirements.

CHALLENGE

As part of a routine hardware replacement cycle, the client needed to migrate four Oracle databases to new, vendor-supported Oracle Database Appliance (ODA) hardware. They needed an execution partner to handle the platform migration, manage grid infrastructure, perform patching, and configure CPU capacity on the new hardware to match existing license allocations.

Routine hardware replacement is essential for maintaining vendor support, hardware stability, and high performance. However, performing hardware refreshes without disrupting ongoing operations or accidentally triggering additional core licensing costs required precise planning, efficient migration techniques, and standardized patch management on the new platform.

TECHNICAL SOLUTION

XTIVIA Database Services executed the hardware refresh project, migrating four databases to new Oracle Database Appliance (ODA) hardware, converting storage to Oracle ASM, configuring CPU capping to align with software licenses, and delivering standard patching runbooks.

The outgoing infrastructure consisted of standard server hardware utilizing host filesystems. The target infrastructure was a new Oracle Database Appliance (ODA) DB System with CPU cores limited to fit license allocations, with Oracle ASM as the storage target.

The project was delivered on schedule with minimal application downtime. Migrations were scheduled within planned maintenance windows to respect business SLAs. XTIVIA executed RMAN incremental restore and recover for three archive-log databases to minimize switchover downtime, and an offline datafile copy for one non-archive database.

BUSINESS RESULT

XTIVIA successfully refreshed four database environments onto modern, fully supported ODA hardware, capping CPU core allocations on the new ODA DB Systems to match exact license entitlement. XTIVIA migrated three databases with near-zero downtime via RMAN incremental sync and performed the initial ODA patching activity, providing a reusable ODA Patching Runbook for ongoing system health.

Transitioning to new ODA hardware ensures full vendor supportability. Oracle ASM offers streamlined storage management for future growth, while ODA CPU core limits allow flexible "Capacity-on-Demand" adjustments during future refresh cycles. The ODA Patching Runbook standardizes future maintenance.

CUSTOMER TESTIMONIAL

"XTIVIA's expertise with Oracle Database Appliance was evident from day one. Their team delivered a seamless migration with minimal downtime and excellent project execution. The technical transition was smooth; the most difficult part of the project was coordinating schedules across our business units. XTIVIA's knowledge, planning, and professionalism made the entire hardware refresh successful and stress-free." **- Chris Frassanito, Director of Information Technology**

KEYWORDS

Oracle Database Appliance (ODA), ODA Migration, RMAN Incremental Restore, Oracle ASM Migration

SOFTWARE

Oracle Grid and Database 19c, Oracle Recovery Manager (RMAN), Oracle Database Appliance (ODA) Software Stack & Patching Tools

ABOUT XTIVIA

Critical gaps in 24/7 on-call DBA support, overlooked maintenance, or a team overwhelmed by complex workloads can swiftly lead to costly disruptions and threaten your business continuity. XTIVIA's Virtual-DBA service is your strategic solution, providing the immediate, highly specialized database administration expertise you need, precisely when it's needed most. Our comprehensive remote DBA offering is designed to ensure optimal performance, ironclad security, and significant cost savings, all without the financial and logistical burden of expanding your in-house team. XTIVIA's Virtual-DBA specialists are proficient across a wide array of major database platforms, including Oracle, DB2, Informix, MySQL, PostgreSQL, MongoDB, MariaDB, SQL Server, CockroachDB, Databricks, and cloud environments like AWS and Azure. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com