

**Industry**

Ecommerce Payment Services

**Client Profile**

This client is an online service that allows members to send money without sharing financial information, with the flexibility to pay using their account balances, bank accounts, credit cards or promotional financing. The client has quickly become a global leader in online payment solutions with more than 70 million active accounts worldwide. Available in 190 markets and 19 currencies around the world, the client enables global ecommerce by making payments possible across different locations, currencies and languages.

## Architected Database Upgrade & Platform Migration

*"Our Taos consultant didn't act like a consultant – he acted like a full-time employee. He took full ownership of the project doing whatever necessary to get the job done, even if it was something way below his talent level. He never allowed himself to be confined inside the consultant box. I thought that attitude was fantastic."*

-Senior Manager of Systems and Database Engineering

**Success Highlights**

1. Upgraded one of the world's largest OLTP databases (and the company's most essential database) to a new operating system in only six months time
2. Increased computing capacity by 75%
3. Provided training and knowledge transfer on new software and hardware to internal management to allow for a smooth platform transition
4. Developed next generation storage resource management system reclaiming 100TB of data

**Taos Service Areas Deployed**

Interim Leadership

- Technical Management
- Architecture

**Situation**

Faced with a database system running at 100% capacity and an average 40% growth rate in the database per year, the client knew it needed to increase its capacity performance quickly before the imminent holiday season began. The client decided to upgrade its largest and most critical database to an IBM platform but was lacking internal expertise on the specific product. The company knew the change had to be made, but it also knew that the upgrade had to be executed perfectly the first time to fit the project's tight timeline. The client was engaged with Taos on a separate project at the time and quickly realized the Taos consultant on board could also lead this significant project with his specific knowledge and background on the new platform.

### **Solutions**

The client made the decision to upgrade its primary database from Oracle8 (running on a Solaris box) to Oracle 10g (running on an AIX box). Taos had previously provided assistance with licensing a volume management software, Veritas. This software provided a common foundational framework for the new storage utilization platform. With the Taos consultant's broad expertise in both the IBM AIX platform and Veritas, the consultant was able to step in and make things happen quickly, which was a key factor in achieving the necessary six-month timeline. Taos helped the client with the proof of concept (POC) for the new hardware and software stack by establishing a testing environment and proving the new platform would work. Due to the tight deadline, the POC ended up serving as a successful trial run. Implementation then began and was challenging because of the depths of changes being made to the technology and to the technology stacks; several software levels had to be upgraded across the board as well. The Taos consultant was an essential contributor to each successful phase completion.

Given the short time frame for the project, the fact that the client must be up and running 24/7 and that the environment processes \$5000/minute in monetary traffic, a number of things were crucial for "flipping the switch." A small window was required for the actual cut over, and the team had to ensure all systems were backed up and running. Most importantly, the Taos consultant was able to provide senior technical expertise for proper planning to ensure that every possible issue and every possible exception was addressed beforehand. This allowed the transition to go smoothly as there was no easy way to return to the original system. The cut over was successful, and the system was only down for approximately 15 to 30 minutes.

Taos also provided training and knowledge transfer to the internal management team during the transition phase so that the platform would continue to run smoothly and seamlessly.

Upon completion of the database upgrades, the client and Taos reviewed the client's storage architecture. Taos helped develop architectural standards and constructs that saved the client nearly 100TB of storage space.

### **Results**

The new platform has provided the client with a 75% increase in computing capacity which has provided the company with an extra four years for continued growth. Because of the Taos consultant's breadth of knowledge, the down time for the cut over was minimal and the implementation was successful. A less than perfect switch over could have been momentous for the client.

The client's database is considered to be one of the largest open systems transactional databases in the world. The upgrade transition took only six months which, according to industry experts, was one of the most aggressive schedules seen to date. The client attributed the ability to achieve such a rapid timeline to Taos' technical expertise and guidance.

### **About TAOS**

Taos is a professional IT consulting services company. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity – we are hardware and software vendor independent.