

## Art.com Scales Up to Meet Spikes in Holiday Demand on Syntax's Oracle ERP Cloud



Hosted since 2015

### Customer Profile

#### Art.com

- Corporate HQ: Emeryville, California
- Industry: eCommerce
- [www.art.com](http://www.art.com)

### Technology Footprint

- Oracle Database 11g
- Oracle E-Business Suite R12.1.3
- Oracle SOA 12c
- Xtreme I/O

### Syntax Solutions

- Syntax Enterprise Cloud for Oracle EBS
- Remote Managed Services

Art.com migrated its Oracle EBS footprint to Syntax's Enterprise Cloud for several reasons, (1) Syntax's Maximum Performance Architecture offered Art.com unparalleled access to the very latest in solid state storage, virtualization, and other turnkey ERP technologies, thus ensuring that Art.com's ERP environment could support its critical holiday season peaks and (2) the inclusiveness of Syntax's solutions, clearly defined SLAs, and competitive pricing made the decision to switch easy.

During its first year of hosting with Syntax, Art.com saw traffic and order volumes quintuple during the holiday season, and Art.com's Oracle ERP environment scaled up effectively to meet this large demand increase, thus facilitating rapid order processing and timely delivery to customers.

**“ I like that Syntax's pricing and their promises are clearly spelled out. However, what I value even more is that Syntax delivers on those promises. Scaling up our Oracle environment to meet increased holiday demand is a mission-critical test for us, and Syntax delivered as expected.”**

Wilvin Szeto • Vice President, Technology Operations and Business Systems  
• Art.com



IT'S EASY TO GET STARTED.  
**CONTACT US!**

1-877-968-2948 • [communications@syntax.com](mailto:communications@syntax.com) • [www.syntax.com](http://www.syntax.com)

## Art.com Scales Up to Meet Spikes in Holiday Demand on Syntax's Oracle ERP Cloud



Aside from passing that crucial test, Syntax is upgrading Art.com's SOA solution as part of its standard support agreement at no additional cost to the client. Art.com also is enjoying the improved visibility it now has into its environment via Syntax's Custom Monitoring solutions and it looks forward to additional performance gains as Syntax continues to tune its environment.

### Accomplishments

- Scaled Oracle environment up to meet spikes in demand during the holidays
- Upgraded SOA solution as part of inclusive services agreement
- Improved end-to-end visibility into environment