A Successful 5 Year Oracle Application Managed Services Relationship Leads SUEZ to Host Oracle with Syntax

Over a decade ago SUEZ Water Advanced Solutions (SUEZ) was a new Oracle E-Business Suite user that was hosting with a large industry provider whose service turned out to be substandard. Therefore, to gain control of its environment, SUEZ moved its Oracle infrastructure in-house.

Moving Oracle in house created a new problem. SUEZ needed Oracle to support its operations on a 24/7 basis but, with a small IT team and limited budget, it lacked the internal skill sets to meet that need. Accordingly, SUEZ outsourced the support and administration of its Oracle environment to Syntax.

Since then, Syntax has delivered SUEZ consistent Oracle availability and uptime.

Supported since 2008

Customer Profile

SUEZ Water Advanced Solutionsc

- Corporate HQ: Atlanta, Georgia
- Industry: Water Quality Management

www.utilityservice.com

Technology Footprint

- Oracle Database 11g
- Oracle E-Business Suite R12
- Oracle Financials R12
- Oracle Order Management R12
- Oracle Enterprise Linux

Syntax Solutions

- Remote Managed Services
- Syntax Enterprise Cloud for Oracle EBS

> **"** *SUEZ has an excellent relationship with Syntax. We have a solid process for administering our environment. We need Oracle to support our operations 24/7 but lack the skill sets to do that internally. We're glad we can depend on Syntax to do that for us. Beyond providing great services and keeping Oracle available, Syntax has been a very easy provider to work with."*

Todd Kleine • CIO • SUEZ Water Advanced Solutions

SYNTAX

ORACLE Platinum Partner

IBM Gold Business Partner

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In 2013 SUEZ reached a new crossroads in its relationship with Syntax. Its servers and other hardware were aging and needed to be refreshed. When SUEZ considered the additional investment in new hardware, coupled with the time and expense of project managing a full-scale hardware implementation, it decided to host both its Oracle and non-Oracle environments on the Syntax Enterprise Cloud.

Hosting with Syntax gives SUEZ the peace of mind of knowing that its systems are housed and maintained in Syntax's SSAE 16 Type 2 and PCI Certified compliant Data Centers. This improves both the security and the scalability of its environment. Hosting with Syntax also gives SUEZ access to robust EMC-based Disaster Recovery solutions whereas, prior to hosting with Syntax, SUEZ struggled to even test its previous DR solution.

Accomplishments

- Ensured 24/7 availability and stability of Oracle

- Avoided costly capital hardware expenditure

- Built long term relationship with proactive Oracle support provider

- Secured business continuity via robust DR solutions

IT'S EASY TO GET STARTED.
CONTACT US!

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