

Petco Pulls Off Aggressive Oracle Migration and Lowers TCO with a Move to the Syntax Enterprise Cloud™



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Customer Profile

Petco

- Corporate HQ: San Diego, California
- Industry: Retail
- www.petco.com

Technology Footprint

- Siebel CRM 8.1.1.15
- Siebel Loyalty 8.1.1.15
- Siebel Marketing 8.1.1.15
- OBIEE 11.1.1.9
- Exadata X6-2 Quarter Rack
- Exadata X6-2 Half Rack

Syntax Solutions

- Syntax Enterprise Cloud™
- Syntax Managed Services



In early 2017, Petco sought an Oracle Cloud provider that could help it lower its cost of ownership in Oracle. Moreover, business requirements dictated that Petco conduct both its selection process and migration to a new Private Cloud within a tight, 90-day time frame. Given that Petco's environment was comprised of a complex configuration of Exadata, Siebel CRM and OBIEE, this was not going to be an easy task.

Prior Experience with Syntax Leads to Rapid Short Listing

Prior to joining Petco, Petco's IT management had experience with the Syntax team, its expert hosting capabilities and was familiar with Syntax's Oracle hosting and managed services solutions. Because of that successful relationship, the Syntax Enterprise Cloud™ immediately made Petco's short list.

// *We chose Syntax because they could do it once and do it right. They delivered. We've been live on the Syntax Enterprise Cloud™ for a year and I'm happy to say "No news is good news." We've remained on-line and avoided any level Sev-1 service issues. I've found Syntax to be a responsive provider, with a deep bench of Oracle Expertise that allows them to scale up their support structure whenever needed."*

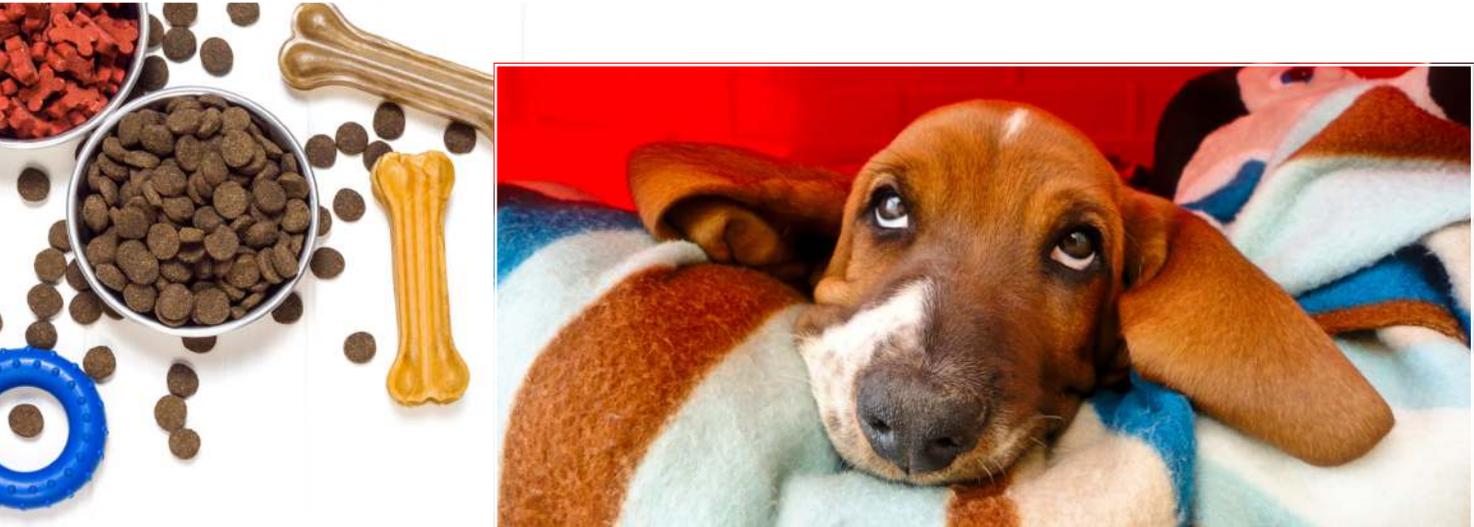
John Zavada • CIO • Petco



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As Petco conducted its due diligence process, several assets Syntax offered stood out. First, the Syntax Enterprise Cloud™, with its Maximum Performance Architecture built on best-of-breed technology, provided a perfect match for an environment as complex as Petco's. Equally important was the Oracle expertise that Syntax offered. The Syntax team impressed Petco with its ability to seamlessly architect the network, application, system administration and storage elements necessary to establish a robust, secure environment capable of enabling its mission-critical systems. Moreover, Syntax's zero hour RPO and 2 hour RTO DR solution offered Petco the assurance of business continuity should the unpredictable ever occur.

"No News Is Good News" for Petco on the Syntax Enterprise Cloud™

Petco chose Syntax as its Private Cloud provider because it was confident that Syntax could get such a complex migration with an aggressive timeline right the first time. Working with Petco's internal team, Syntax performed a successful, on-time and on-budget migration to the Syntax Enterprise Cloud™.

Petco has been live on the Syntax Enterprise Cloud™ for a year and has succeeded in reducing its total cost of ownership. More importantly, during that time they've remained on-line and available while encountering no Severity-1 service issues. As the saying goes, "No News is good news," which is certainly an accurate description of Petco's experience with Syntax.

Accomplishments

- Secure cost-effective access to the skill-sets needed to support its complex environment
- Execute complex migration within a tight time frame
- Reduce total cost of ownership in Oracle

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