For World Wide Technology (WWT), database performance is everything. The company does $4.2 billion a year in sales providing technology products, services, and global supply chain solutions to some of the world’s biggest companies. Seeking a new infrastructure to support increasing business capacity, WWT enlisted Pythian’s expertise.

**BUSINESS NEED**

WWT was running its mission-critical enterprise resource planning (ERP) application on a four-year-old server. The company’s entire global warehouse operations interacted with this platform, which couldn’t scale easily, provide a cost-effective disaster recovery solution, or deliver high availability. With processing capacity maxed out—and 500,000 to 3,500,000 transactions an hour on the line—WWT had grown to the point where its hardware could not meet business requirements.

**SOLUTION**

A massive database upgrade and migration to be completed quickly with minimum downtime.

**RESULT**

More than $1 million savings in annual maintenance costs; beat downtime window by 4 hours; improved business process speed by 4x; increased capacity by 60%

“Pythian was brought in on short notice to solve difficult challenges and they did a fantastic job... They’ve quickly become my ‘in case of emergency, break glass’ support and my most trusted advisors – I have the confidence that when I call Pythian, they’ll give me an answer that isn’t just plausible, but correct.”

– Todd Carlson, Manager, DBA/ERP Teams, WWT
SOLUTION

WWT struggled to find a partner with the experience and capacity to formulate a practical migration plan and meet the project’s aggressive schedule—until they approached Pythian. Pythian took just one week to solve the problems WWT had been wrestling with for over a month and helped WWT devise an implementation plan. While WWT’s DBAs handled the migration itself, Pythian was on standby every step of the way, ready to provide support as needed. WWT asked Pythian to provide several out-of-scope items—a reflection of the level of trust that had quickly been established.

WWT needed to upgrade its database to the latest version of Oracle Database 11g, migrate from a single-instance to a three-node clustered database, move from Solaris 9 to RedHat Linux 5.5, and upgrade from SAN to Oracle Automatic Storage Management. These projects, all very involved on their own, are even more complex when attempted simultaneously—especially when everything had to be completed within a tight 40-hour maintenance window.

RESULT

With Pythian’s expertise, WWT beat its downtime window by 4 hours—even with additional project scope. The project will save WWT more than $1 million over 3 years compared to its old platform. WWT’s new architecture delivers:

- Increased capacity by 60%
- Improved performance—business processes run up to 4x faster
- Removed 14 servers from WWT’s datacenter, reducing annual maintenance costs
- More uptime with new highly available, scalable, and cost-effective disaster recovery solution
- Improved manageability and efficiency

ABOUT PYTHIAN

Pythian is a global leader in data consulting and managed services. Since 1997, we have specialized in planning, deploying, and managing business-critical data systems for large and mid-market enterprises. Learn more about Pythian and its elite teams of data experts at www.pythian.com.