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## dbGuardian™ Case Study

### *Hamamatsu Puts Management of Critical Operations Systems into the Trusted Hands of MFG Systems*

#### Challenge

Information technology systems can provide great benefits to companies but also create points of vulnerability as the systems become mission critical. Hamamatsu USA sells and supports a wide variety of photonic products to clients throughout the US. At the core of their business operation are their inventory, order processing and accounting systems. This critical backbone makes it possible to establish satisfied and repeat customers through high service levels. System downtime can be costly or, if severe, can be very damaging to the company.

In early 2000, Hamamatsu USA implemented a more sophisticated inventory and accounting system built on Oracle technology. With a new application in place and limited internal Oracle experience, the company was faced with the decision of how to best manage database administration to meet their mission-critical thresholds for high performance and prompt disaster recovery.

#### Solution

After carefully weighing the options for hiring a database administrator or outsourcing this responsibility, Hamamatsu chose to outsource using MFG dbGuardian™ service. This decision was made easier based on working with MFG for several months and being “elated” with their experience. The dbGuardian service offered the company a high level of Oracle expertise combined with a proactive approach to maintaining an optimal database environment.

MFG immediately created a more reliable and secure Oracle database environment, including the implementation of a second standby database server for fault tolerance. DBA services have included regular software updates and maintenance, remote performance monitoring, user account management, capacity planning, disaster recovery management and prompt response for urgent issues. MFG has also designed and delivered a web-based application for the national sales force and select customers to gain restricted and secure access to the order management system.

#### Outcome

dbGuardian service has managed uptime beyond the thresholds set by Hamamatsu and has proven to be a cost-effective outsourcing solution. The company has complete confidence in MFG Systems to support their Oracle environment and their business operations. They consider MFG to have superior knowledge and to be more accommodating than other companies they have worked with in the past.

The return on investment for Hamamatsu comes from an operations system that performs well and reliably, incremental sales and reduced service costs that result from orders placed directly through web-access to the system, protection from downtime and lost revenue, and the savings over a full-time employee with comparable Oracle experience. The added benefit is the comfort level and trust that the company management has in MFG Systems.

*“[MFG’s] presence helps to ensure that everything goes okay and I trust them to respond when an urgent need arises.”*

—Director of Management Information Systems, Hamamatsu USA