



# ISV Partnership

Creating a more modern service model

*When a global healthcare ISV came to N4Stack for advice on implementing Oracle database environments, they were impressed with the level of expertise they received. So much so, they asked N4Stack to help modernise their application support model, making it more effective for all types of customer.*

## The Customer

Our ISV Partner is a leading provider of software that helps businesses with their research and development activities. With a global customer base, they are primarily focussed within the healthcare sector and provide solutions to help manage, capture, share and interpret complex data.

## The Challenge

With a customer base spanning across multiple continents and time zones, our ISV Partner is working with customers ranging from small expert clinical trial

teams through to global PLCs. As such, the ability to interpret results from the data being managed within the applications, and having highly scalable and performant databases is absolutely essential.

## The Solution

N4Stack were initially asked to provide consulting services to implement a number of Oracle database environments coupled with database upgrades. This then resulted in N4Stack working with the ISV to implement a standardised Oracle DBA Managed Service offering that could be rolled-out to customers where an increased level of database performance management was required.

In addition, N4Stack created a service model that was effective across all types of customer, whether the environment was hosted on-premise or within the AWS platform developed by N4Stack.

## Result

N4Stack have been the DBA Services Partner for the ISV Partner for many years and we have successfully worked on joint projects across a global customer base.

The DBA consulting services have enabled the ISV to implement and upgrade Oracle environments within quick and flexible timescales and N4Stack have become an integral part of their operations team.

The N4Stack DBA Managed Services have ensured 24\*7 availability and performance management of many critical R&D platforms where data availability is vital.

Crucially, N4Stack have been instrumental in helping the ISV modernise their application support model through the development of migration services to move customers from their on-premise environments through to AWS.

### Why N4Stack?

Our ISV Partner required a DBA service partner that had in-depth expertise in Oracle and other database technologies to support their extensive global customer base. The need for services that are flexible and can fit easily into the wider project plans has been vital to ensure successful project completion.

A key consideration for the ISV has been their need to modernise the database service model. N4Stack have provided the relevant expertise to build out database services on AWS including high availability architectures on EC2 instances using DBVisit coupled with automated deployments into RDS instances.

Finally, given the sensitivity of data managed within the customer environments, the levels of security vetting and compliance checking is of paramount importance. Since N4Stack have security governance knitted into our service model, including ISO 27001 and ISO 9000 accreditations coupled with an SC-cleared DBA team, all security considerations have been addressed comfortably.

### The key benefits that N4Stack brought to their ISV Partner's project include:

- Expertise in Oracle and other database technologies
- Expertise in building out database services on AWS
- Security governance, including ISO 27001, ISO 90000 accreditations and SC-cleared DBA team
- Flexibility
- 24\*7 Managed Service