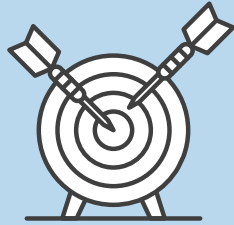




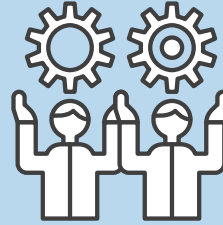
Brief Summary:

Eclipsys has been helping Ricoh Canada enhance the security of their Oracle Universal Content Management (UCM) solution



Customer Objectives:

- Increase security of critical business application which is out of support
- Provisioning a new environment to facilitate testing future changes



Solutions:

- Created new environment, consisting of cloned virtual machines and a new database
- Tested network and configuration changes
- Promoted changes to production environment and validated integration into existing systems



Outcomes:

- Increased Security for unsupported Oracle UCM system
- Provisioned new environment to test future changes that might be required

Length of Engagement:

- 2 months

Industry:

- Commercial;
Technology

Products:

- Oracle Database
- Oracle UCM

Services Purchased:

- Eclipsys Bank of Hours