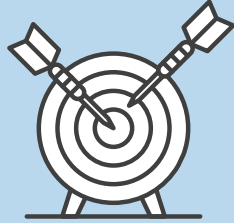




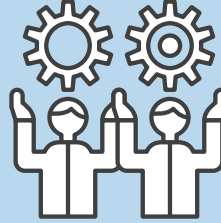
## Brief Summary:

Eclipsys helped Queens optimize their Oracle licensing and replace aging hardware with an ODA as well as a database upgrade and migration of their RMS application



## Customer Objectives:

- Expert Oracle Database support
- Implementation of proactive monitoring
- Upgrade and migration of Oracle 11g to 12c



## Solutions:

- Installed and configured the Oracle Database Appliance
- Installed and configured Oracle Enterprise Manager for monitoring
- Created upgrade/migration plan for the RMS application database



## Outcomes:

- Successful upgrade and migration of RMS application and database
- Effective monitoring template deployed
- Customized training for the Queens staff to effectively manage the environment

## Length of Engagement:

- 9 months

## Industry:

- Public Sector; Higher Education

## Products:

- Oracle Database
- Oracle Database Appliance
- Oracle Enterprise Manager

## Services Purchased:

- Eclipsys ODA Installation
- Eclipsys Database Services