



# Tech start-up gains market edge with near-real time database replication

Technology firm uses SharePlex® for Oracle to achieve outstanding record of high availability during real-time database replication.



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*CIO and VP of Operations,  
Technology Company*

## CUSTOMER PROFILE

<b>Company</b>	High-tech start-up firm
<b>Industry</b>	Technology
<b>Country</b>	USA
<b>Employees</b>	201-500

## BUSINESS NEED

This high-tech start-up needed to ensure high availability for the solution it was creating for the machine-to-machine (M2M) market.

## SOLUTION

Based on years of experience with SharePlex® for Oracle, the company made the solution's real-time database replication a key part of its design — and has achieved five 9s of application availability for seven years.

## BENEFITS

- Delivers fast and easy to manage real-time replication
- Achieves five 9s of application availability year after year
- Ensures a key competitive advantage over other vendors entering the market
- Easy to use and maintain

## SOLUTIONS AT A GLANCE

- Database replication

Founded in 2005, a privately held tech start-up company offers a platform that enables network operators around the world to serve the machine-to-machine (M2M) market. Using the company's turn-key solution, network operators can offer organizations not only the power of their network but also an enterprise platform with advanced functionality to design, deploy and manage their connected devices on that network. To ensure high availability for its mission-critical applications, the start-up chose the Quest® SharePlex® for Oracle replication solution.

“Our offering has had outstanding availability history, thanks to SharePlex. In fact, we’ve been parcelling five 9s on our application for seven years.”

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#### **MISSION-CRITICAL APPLICATION DEMANDS HIGH AVAILABILITY AND REAL-TIME DATA REPLICATION.**

Part of the platform this start-up technology company sells is a suite of software-as-a-service (SaaS) applications provided over the internet. These applications deliver a range of business-critical functionality, from provisioning and customer care to subscription generation and cost management. As a start-up with goals for growth, the company knew that these applications had to always be up and fully disaster proof from their first release.

A key ingredient to ensuring high availability, they knew, was making the applications geographically redundant. That way, even if one site experienced a failure, users would not be affected. Accordingly, the company built real-time data replication into its solution from the very beginning.

The company's IT team enumerated the key requirements for a database replication tool. Their systems run Oracle Enterprise Database Management Systems on x86 based servers, so they knew they needed the solution to support Oracle. They needed real-time replication to ensure up-to-the-moment geographical redundancy. And they needed the solution to be unwaveringly stable and deliver high performance.

#### **NATIVE TOOLS DON'T DELIVER HIGH-PERFORMANCE AND REAL-TIME REPLICATION.**

The experienced IT staff at the company knew that manual approaches and native Oracle solutions were not up to the task. “If you truly want high availability, then

putting manual steps in the middle is going to make it impossible to achieve your goals. The only way to achieve the high availability that was part of our spec was to ensure that the replication was done continuously and automatically,” notes the company's CIO and VP of Operations. “Oracle's implementation for a standby database is just too slow and requires more hand holding than I care to do. Moreover, it is not real-time; it would require a recovery period before we could bring the service up.”

The team looked for a reference implementation in the market for Oracle Streams, but wasn't able to find anyone that had been doing the kind of volume that they anticipated with its solution. “And GoldenGate had not yet been acquired by Oracle,” added the CIO, “So there really wasn't a native solution at the time.”

#### **SHAREPLEX FOR ORACLE DELIVERS MAXIMUM AVAILABILITY**

The CIO had experience with SharePlex going back to when he ran the database and networking systems for another organization, so he was familiar with it and knew that it was both stable and performed well.

SharePlex ensures business continuity while maximizing operational efficiencies. It provides one or more near real-time

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

SharePlex for Oracle

copies of production data on premises, remotely or in the cloud — without an impact on your OLTP system's performance and availability. This high-performance, cost-effective alternative to other Oracle 10g and 11g replication tools delivers maximum availability. And only SharePlex provides data compare and repair, in-flight data integrity, monitoring and alerting, all in one package.

### **FIVE 9S, YEAR AFTER YEAR**

The company made SharePlex a key part of its product design, and the results speak for themselves. "Our offering has had outstanding availability history, thanks to SharePlex," notes the CIO. "In fact, we've been parcelling five 9s on our application for seven years."

### **A CLEAR COMPETITIVE ADVANTAGE**

The high availability that SharePlex delivers has helped give the company an important edge over their competition. "We considered it table stakes to enter the market with a fully disaster-tolerant implementation," said the CIO. "It turned out to have been an extremely wise choice — it distinguished us from early competition."

Because the company has SharePlex replication in place, customer organizations that rely on the company's platform can optimally run their connected-device

businesses without worrying about critical applications being down. For example, the platform includes usage rating and billing components. "Obviously, there's significant financial exposure if you're not able to bill," the CIO points out.

"SharePlex helps us ensure those mission-critical applications are always up for the companies that use our solution."

Moreover, SharePlex has been easy to use and maintain, enabling the company to keep its IT costs in check. "It doesn't take many DBAs to manage the SharePlex implementation," notes the CIO: "As a matter of fact, we run very lean."

### **ABOUT QUEST SOFTWARE**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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