



VISCOSITY
NORTH AMERICA

United Physicians Achieves Performance and Reliability with Oracle Database Appliance

IT Transformation with Oracle Database Appliance

Agile Virtualization with ODA

Project Overview

Company: United

Physicians

Headquarters:

Michigan

Industry:

Healthcare

Technologies:

- Oracle ODA
- APEX
- Virtualization
- ODI
- Oracle Cloud Control 13c

Background

United Physicians (UP), is a HMO contracting entity, whose members have medical staff privileges at hospitals and healthcare systems. While the company's health system has grown, so has their IT footprint. With a SSD, virtualized, Oracle Database Appliance (ODA) X6-2, UP was faced with a dilemma to continue to work with Oracle, or move to a new platform. UP had purchased their ODA X6, a year prior, and had been unable to successfully take it live, due to multiple issues. Oracle Platinum Partner, Viscosity North America (Viscosity), was brought in, in hopes to provide a solution for their ODA X6 patching issues and for guidance in a go-live strategy.

Solution and Proposal

Viscosity reviewed AWR reports and I/O workloads to determine their IOPs, throughput and latency metrics to determine their future hardware roadmap. Based on their I/O requirements, Viscosity was able to assure UP that the new appliance would not only provide performance, but also have enough capacity for future growth. Viscosity also educated UP to consider information life cycle management with tiered storage on the ODA.

After Viscosity spent time providing resources that could act as a trusted advisor, and walk through UP's roadmap and its correlation to Oracle, UP became open to discussing the purchase of an ODA X7-2. Viscosity worked with UP through the process to have them purchase an ODA with SSD and HDD, giving them both the performance and capacity required for their production environment. After the ODA X7-2 was initiated, Viscosity experts were onsite to standup the ODA.

Deep Virtualization

UP deployed four virtual machines for their application stack on the ODA X7-2, allowing them to fully utilize the ODA as their go-to virtual infrastructure. However, this proved to be a more difficult task than initially believed, as the latest patch was not as stable as expected. Viscosity honored their commitment for success and provided services, free of charge, to ensure that UP was patched to a stable update.

Memory Expansion

After production go-live, Viscosity was asked to patch the ODA X6-2, resell memory upgrades to the maximum configuration, and collaborate with UP to effectively utilize their Dev and Test environment as the ODA X7-2 will be for production. Viscosity will continue to be their trusted advisor, as they provide end to end monitoring with Oracle Cloud Control 13c.

“ Throughout my 35 year IT career I have had many opportunities to work with Oracle and Oracle consulting partners and implementers. Viscosity ranks among the top; either #1 or #2 considering the overall experience. Their ODA and oracle technical knowledge is exceptional, their ability to work within and navigate the oracle internal support and engineering structure is very effective.

I would highly recommend Viscosity and the Oracle ODA, and that recommendation is built mainly on my faith and trust in Viscosity.

Manager Technical Services

Whether you're consolidating onto Oracle Exadata, ODA, KVM/VMWare or Oracle VM, when you lean on Viscosity, you're partnering with genuine experts and acclaimed authors of industry best practices. Contact us at sales@viscosityna.com. Follow us @[ViscosityNA](#), on [LinkedIn](#), or at www.viscosityna.com.