

# Case Study | Database 7x24 Monitoring



## Cloud Creek Helps Health Plan Deliver Non-Stop Customer Service w/ 7x24 DBA Managed Services



Since 1996, Cloud Creek Systems has been a leading Oracle technology services provider and reseller to companies across the United States and Canada. Over the years, Cloud Creek has completed more than 1600 consulting engagements spanning over 300 valued customers. An Oracle Platinum Partner Cloud Creek delivers a range of services, from consulting to managed services to Oracle solution acquisition. Using a team approach, Cloud Creek provides the expertise organizations need to maximize the return on investment in their Oracle solutions.

#### Awards and Accolades

- 2015 CIOReview – Top 20 Most Promising Database Solution Providers
- 2013 & 2012 Oracle Excellence Award – Oracle on Oracle
- 2013 & 2012 Oracle Excellence Award – Database, Engineered Systems
- 2009 Oracle Global Partner Award
- 2009 & 2007 Oracle Titan Award



### Health Plan's Business Challenges

California and Arizona based Health Plan serving 500,000 Medicare and Medicaid enrollees. Need to provide insurance claim information via web-based application accessible 24x7. IT staff stretched to support large portfolio of applications and technologies. Business plan did not call for additional hiring in IT.

### Cloud Creek's Solution

Cloud Creek assisted the Health Plan with Data Warehouse design and performance tuning. In order to free up IT to work on business specific projects, the Health Plan asked Cloud Creek to take over day-to-day DBA operations. Cloud Creek provides 7x24x365 Database Monitoring and proactive problem resolution, freeing up valuable IT resources to work on business driven projects.

### Health Plan's Benefits

Improved retention of IT staff with deep business knowledge by eliminating after hours and weekend DBA coverage. Cloud Creek team of experts brings broad range of experience and can solve very complex issues quickly. IT staff with moderate experience in certain areas can learn from Cloud Creek senior experts.

### Why Cloud Creek

Affordable monthly rate for coverage by U.S. based team. Focus on customer service. Local monitoring team can be onsite for meetings if needed. Team approach provides vast knowledge to quickly diagnose and fix performance and tuning and operational issues. Focus on mentoring to create self-sufficiency for up and coming IT staff. Cloud Creek team easily integrates into internal team managed by IT managers for operational reviews, project planning and tactical break and fix issues.