Cloud Creek Streamlines Database Operations and Provides Cost Savings for Fast Growing Healthcare Software-as-a-Service Firm

Cloud Creek SYSTEMS

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

ORACLE® Platinum Partner

SaaS Provider's Business Challenges

A small fast growing Healthcare SaaS provider offers back office and records systems for small to mid-size healthcare practitioners. Application is available 7x24x365. They had outsourced database administration, but as the system scaled the outsource firm could not keep up with advanced needs for trouble shooting and tuning the database. These issues had direct business impact on users due to response times and downtime.

Cloud Creek's Solution

Cloud Creek hosted a half-day workshop with the business and IT stakeholders to define current and future system requirements. Cloud Creek formed a team that had deep expertise in both DBA operations (backup and recovery, etc.) and tuning and diagnostics. These are not the same people. Cloud Creek retains staff long term and supports each person to become subject matter experts in specific areas. The Cloud Creek team that took over 7x24 database monitoring quickly tackled issues proactively to keep up with business growth.

SaaS Provider's Benefits

Cloud Creek's DBA Managed Services were a fraction of the cost of adding in-house DBA staff. Budget savings were focused on hiring more programmers to support the core SaaS application and keep up with customer demand for changes and new features. Cloud Creek's broad-based support (operations and tuning/diagnostics) allows stakeholders to sleep at night knowing systems are being monitored 7x24.

Why Cloud Creek

Cloud Creek's team approach with deep specific expertise. Local full-time employees who work remotely from Cloud Creek office but can be on-site if needed. Clear understanding of the business challenges of a small emerging business. Dogged determination to solve problems quickly and deliver customer service excellence.