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Global Dispute Resolution Leader Embraces IT Transformation to Revive Growth

Case Study

Overview
Overhauling the business support system

The American Arbitration Association (AAA), with global operations in the field of alternative dispute resolution, was facing critical issues as it was dependent on a traditional on-premises environment:

- **Risks:** AAA's Oracle Database 19c was running without any disaster recovery (DR) and high availability (HA) solutions in place. In addition, there were maintenance issues affecting crucial Oracle databases and applications. Although storage recovery was in place, it was inefficient and would have taken longer to restore.
- **Limitations:** The on-premises infrastructure posed constraints with scalability and cost efficiency, resulting in ineffective capacity planning and lack of IT agility.

For the organization to sustain growth, it needed a solution that would improve the overall database performance while minimizing future capital expenditure. AAA chose to engineer the solution in partnership with Zensar, an Oracle Cloud Service Provider Expertise (CSPE)-certified enterprise.

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Zensar's brief:

- Restructure and redesign the organization's IT architecture, business-critical applications, and databases.
- Migrate the Oracle databases running on the organization's on-premises infrastructure to Oracle Cloud Infrastructure (OCI).

Beyond the brief:

During project implementation, AAA's production data center collapsed due to a major outage, resulting in unexpected production downtime. This typically took three to four days for recovery. But, leveraging our robust C5 methodology and technical capabilities, we enabled the IT environment to recover and set up production in OCI within 30 minutes, without affecting the production go-live schedule.

Challenges
Waning business confidence

The aging systems led to a whole host of challenges. The data center support for existing databases was expiring, the overall cost of service was high, there were maintenance and scalability issues, and there were no proper DR and HA solutions for business-critical applications — resulting in inconvenient outages and lengthy downtimes.

Moreover, legacy system maintenance and operational challenges were driving up resource costs. And given the evolving threat landscape, there was an urgent need to adopt modern security requirements.

Solution
Transforming the business architecture

Goal:

We aimed to put the business on a solid growth footing by migrating 18 databases from an outdated on-premises environment to OCI and delivering a infrastructure solution that's more cost-effective and reliable.

Assessment:
We started with a comprehensive assessment to gather insights for a managed cloud migration, factoring in the requirement for high scalability and seamless Oracle Fusion middleware integration.

Strategy:
Our migration strategy involved categorizing databases and managing them within compartments to maximize security and accessibility. We planned every step of the migration from an outdated on-premises environment to OCI, leveraging a cloud active data guard architecture to enhance data protection, availability, and performance.
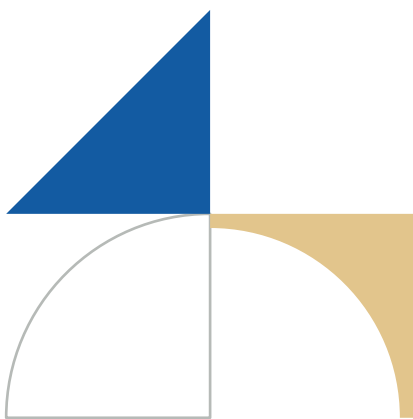
Enablers:
OCI made it easy to build, deploy, automate, and manage workloads and enterprise applications in the cloud. Further, OCI's two-region design strategy enabled AAA to achieve a superior balance of HA and DR and meet the resiliency requirements for mission-critical workloads.

In addition, we used our proven C5 methodology to migrate the enterprise workloads to OCI seamlessly and OneClickDeploy tool to deploy databases for production, non-production, and DR environments.

Highlights:
- Greater enterprise velocity enabled by an advanced database infrastructure
- Cross-region DR implemented for business-critical applications
- Security patches applied to address vulnerability and strengthen the audit process and end-to-end encryption
- Entire databases and the application stack modernized and optimized
- Capital and operational expenditure significantly reduced
- Future growth enabled by enhanced scalability
- Complete regulatory compliance achieved
- Process optimization enabled by operational best practices

Impact
Renewed business growth

- Completed enterprise-wide database migrations for a total database size of over five terabytes
- Achieved switchover of on-premises production database to OCI with less than 30 minutes of downtime (during a data center unavailability incident)
- Concluded the migration of 18 databases including individual production and non-production databases to OCI with zero downtime.
- Implemented OCI HA database system with:
    - Downtime/recovery time objective (RTO): Seconds to minutes
    - Potential data loss/recovery point objective (RPO): Zero

Business outcomes:
The solution delivered greater reliability, uptime, and cost-efficiency — which, in turn, paved the way for embracing intelligent chatbots, process automation, and Gen-AI based solutions that drive business growth.

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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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