

Managed Services for Global Shipping Terminal Company

Client Profile

The global container terminal company provides port management and terminal operations to many liner shipping and port customers. The client also serves a wide range of local inland transportation and cargo services around the world, performing a central role in global trade and logistics.

The client's terminal network includes port and terminal facilities in 39 countries on five continents, as well as over 160 inland services operations, providing container transportation, management, maintenance and repair in 48 countries.

Business Challenge

Terminal operating companies rely heavily on hardware and software platforms to maximize the operations and efficiency of the terminals. The client lost existing support services for their aging hardware and software in the midst of a companywide upgrade to infrastructure. Furthermore, as a result of the age of their existing infrastructure, the client has had to pay for extended support for out of date versions of hardware and software.

Each of the company's AIX servers and Oracle databases were in a critical state. Backup schemes were not sufficient and put each of the shipping terminals at risk of a major outage. Daily operations at the terminals were in need of constant support to overcome issues related to the state of the servers.



Business Solution

The Radix Bay Managed Services team took a multi-phased approach to success. After performing an analysis of the current state, Radix Bay quickly jumped in to begin support.

Initially, the servers and databases were handled in a triage style to get them stable and running efficiently. This required timely responses to support calls and solutions that went beyond overcoming the incident.

The Radix Bay team defined and began implementing preventative maintenance changes and monitoring initiatives to the systems. This dramatically reduced the number of incidents being handled.

This step was quickly followed by scheduled initiatives to test the environments and disaster recovery plans. A number of issues were uncovered during the tests, including minor configuration changes and more serious issues of impending disk failures.

Radix Bay also supported the client's IT staff during the execution of their custom purge process against the client's most active terminal database.

Upon completion of the purge, the tables were reorganized to reclaim space and improve application performance.

Radix Bay also moved the client's 1.3 TB data warehouse to a new data center in order to reduce costs and improve system wide efficiencies. Radix Bay developed a business continuity plan for the move to successfully move the data warehouse to a hosted data center.

A copy of the production data warehouse was stood up in the test environment as a backup and the hardware was moved the following weekend. In less than three weeks, the servers were moved to the new data center without any major issues.

The Radix Bay team also supported the client in building out a duplicate production data warehouse environment in which historical data was purged from tables with large volumes.

After the purges and table space reorganizations were completed, the client was able to reduce the size of the data warehouse to less than half its original size.

These initiatives allowed Radix Bay to begin working with application teams to formulate projects to clean up application directories, improve automated tasks, change or create backup methodologies and install much needed patches for vendor support.

Benefits Delivered

- Response times on gate transactions dropped from almost 45 seconds to around 3 seconds
- Reduced data warehouse size to less than half original size by archiving 850 GB of data
- Increased reliability and efficiency of hardware and software
- Stabilized backup recovery by implementing regular testing of backup servers
- Successfully moved data warehouse to a hosted center with no business impact
- Incidents reduced from three to four per week to one to two per month
- Added value to the business through optimally running technology
- Assisted client by assessing environments and defining software upgrade paths
- Support of day-to-day maintenance allowed the client's IT team to focus on strategic technology initiatives
- The Radix Bay team included skilled resources with in depth historical knowledge of the legacy systems