



Johns Hopkins University Applied
Physics Laboratory
Laurel, MD
www.jhuapl.edu

Industry:

Education & Research

Annual Revenue:

US\$680 million

Employees:

4,150

Oracle Products & Services:

Oracle Advanced Customer
Services
Oracle Enterprise Manager
Oracle Database

“My Oracle Support shows Oracle’s commitment to lowering our total cost of ownership and accelerating the business value of our Oracle investment. Proactive features help us resolve problems faster, and avoid some service requests altogether. Using My Oracle Support to create service requests from configurations has reduced the time we spend manually collecting information from days to minutes.”

– Raymond Payne, Principal Architect, Oracle Infrastructure, Johns Hopkins University Applied Physics Laboratory

Johns Hopkins University APL Lowers Total Cost of Ownership with Innovative Support

The Johns Hopkins University Applied Physics Laboratory (APL) is a not-for-profit university-affiliated research center. It serves as a technical resource for the U.S. Department of Defense, National Aeronautics and Space Administration (NASA), and other government agencies. A division of Johns Hopkins, APL works on more than 400 programs that protect the homeland and advance the nation’s vision in research and space science.

Challenges

- Enable APL’s core team of eight systems administrators to efficiently support more than 80 developers and 5,000 end-users of Oracle technology—all of whom rely on Oracle-based systems for their research and administrative work
- Ensure high availability and performance of APL’s Oracle technology
- Optimize APL’s Oracle technology investment and work toward lowering total cost of ownership in the value-conscious higher education sector

Solution

- Leveraged My Oracle Support to ensure the high availability and performance of critical Oracle-based applications
- Leveraged My Oracle Support to create service requests from configurations—reducing the time to collect IT environment information from days to minutes
- Gained the ability to proactively identify discrepancies between installations and quickly bring implementations up to standard
- Reduced the time required to complete quarterly security patches by nearly 80%
- Enabled systems administrators to use personalized dashboards and power views to quickly identify issues related to their areas of responsibility and take timely action
- Freed up valuable database administrator resources for other high-priority initiatives
- Began to leverage Oracle Knowledge Articles as the first step in resolving issues, which enables a faster path to resolution or avoids service requests altogether
- Implemented Oracle Enterprise Manager, leveraging its grid automation capabilities to reduce costs and labor associated with managing the database environment