

## KROLL

Factual Data

Kroll Factual Data, Inc.  
Loveland, CO  
www.krollfactualdata.com

### Industry:

Financial Services

### Annual Revenue:

\$101 million to \$500 million

### Employees:

Fewer than 500

### Oracle Products & Services:

Oracle Database  
Oracle Real Application Clusters  
Oracle Spatial

**“Kroll Factual Data’s customers demand real-time performance and high availability. With Oracle, we were able to provide best in class performance while implementing a system that has increased our capabilities significantly.”**

– Russ Donnan, Chief Information Officer, Kroll Factual Data, Inc.

## Kroll Factual Data, Inc. Meets Growing Business Demands and Enhances Customer Service

Kroll Factual Data, Inc., a subsidiary of Kroll Inc., is a leading provider of business information to mortgage lenders, consumer leaders, property management firms, and other businesses. Kroll Factual Data leads the industry in delivering its service offering via the internet, and in utilizing technology and customer service to provide services with the speed, reliability, accuracy, and customization that customers increasingly demand.

### Challenges

- Provide a highly available and scalable database foundation for Web-based information services
- Support a high volume order management system
- Maintain superior service expected by customers

### Solution

- Implemented Oracle Database, Oracle Real Application Clusters, and Oracle Spatial on Windows to provide a reliable, scalable information technology infrastructure
- Leveraged Oracle Real Application Clusters to manage multiple workloads in a cluster and add servers incrementally as needed
- Delivered highly-available, online transactions, 70% of which are Web Services
- Enabled applications to adapt easily to growing business demands without disruption
- Maintained customer service expectation, including “four hours or free” guarantee
- Improved application uptime, bringing greater reliability for important applications such as Flood Zone Determination, an application powered by Oracle Spatial to deliver decisions based on FEMA Special Flood Hazard Zone Maps