



## Oracle Customer Spotlight



### **SODEXO DO BRASIL COMERCIAL LTDA.**

São Paulo, Brazil  
br.sodexo.com

### **INDUSTRY:**

Professional Services

### **ANNUAL REVENUE:**

US\$700 million

### **EMPLOYEES:**

13,000

### **ORACLE PRODUCTS & SERVICES:**

Oracle Database Enterprise Edition  
Oracle Real Application Clusters  
Oracle Partitioning  
Oracle Enterprise Manager  
Oracle Tuning Pack  
Oracle Diagnostics Pack

### **ORACLE PARTNER:**

Develop  
www.develop.com.br

*"With Oracle's database solutions and the assistance of Oracle Partner, Develop we are now online 24/7, meeting system requirements precisely and providing greater support during financial reporting periods, when more than 5,000 transactions occur per second."*

– Douglas Willian Caloni da Costa,  
Systems and Database  
Coordinator, Sodexo do Brasil  
Comercial Ltda.

## Sodexo do Brasil Comercial Ltda. Consolidates All Company Data onto a Single, Shared System

Sodexo do Brasil Comercial Ltda., a world leader in workers' benefits and services, was founded in 1966 in Marseilles, France. Sodexo employs 342,000 workers worldwide, distributed among 29,000 operational units in 80 countries. In Brazil, Sodexo focuses in three main business lines: food, facilities management, and service vouchers and cards.

### Challenges

- Integrate the company's administrative and operational systems and centralize them into a unique database to guarantee better performance and availability
- Consolidate operational records to support many units spread across Brazil and Latin America
- Provide information managers with a real-time solution to ensure an accurate decision making process in a secure environment
- Share information on diverse areas such as finance and logistics to achieve added value in each business process

### Solution

- Implemented Oracle Database Enterprise Edition with Real Application Clusters with the help of Develop, an Oracle Partner, consolidating all data onto a single system
- Enabled online access for associates and clients to information such as billing, customer, sales, inventory, payroll, and help desk data
- Reduced the system's weekly downtime extensively, reaching a record of 190 days working nonstop and providing a stable IT environment for critical business systems
- Reduced the monthly closing process from days to hours
- Improved IT system performance with Oracle Tuning Pack which enabled around-the-clock monitoring with Oracle Diagnostics Pack, which sends cellular text messages to IT staff for rapid reaction and response
- Centralized the backup process for all systems by completing backups on an hourly basis
- Broke down data and adjusted the IT environment—without the permanent help of the supplier—accelerating results delivery