



USS Soluções Gerenciadas S.A.  
Barueri, São Paulo, Brazil  
www.uss.com.br

#### Industry:

Healthcare

#### Annual Revenue:

US\$96 million

#### Employees:

1,500

#### Oracle Products & Services:

Oracle Database  
Oracle Real Application Clusters

#### Oracle Partner:



Bertini Consultoria  
www.bertini.com.br

**“High availability, performance, scalability, robustness, and security are necessary to guarantee perfect environment performance on a 24/7 basis. Oracle Database 10g with Real Application Clusters helped us achieve this goal.”**

– Lisane Heineck, Technology Manager, USS Soluções Gerenciadas Ltda

## USS Soluções Gerenciadas Ensures System Availability for Mission-Critical Data

Founded in 1993, USS Soluções Gerenciadas S.A. is one of the most renowned companies in the 24/7 medical assistance sector, with more than 1.3 million cases each year. The company is specialized in automobile accidents, offering medical service to people in emergency situations. It also provides urgent care response to residential and business locations, as well as for individuals involved in an emergency during trips inside Brazil or abroad.

### Challenges

- Ensure high system availability essential for 24/7 operations
- Implement advanced data processing modules without affecting user performance
- Acquire a high-performance database that can manage numerous cases without failure

### Solution

- Deployed Oracle Database 10g, enabling the processing of 990 cases per hour, and resolving a previous bottleneck of 616 cases per hour
- Maintained database availability with transparent application failover (TAF), allowing the organization to continue operation during downtime by automatically reconnecting applications and users to surviving nodes
- Implemented Oracle Real Application Clusters 10g to optimize the use of database servers, allowing the company to leverage different servers for each system module
- Simplified storage administration with automatic load balancing, data security with native mirroring, and performance growth with the adoption of Automatic Storage Management (ASM), a feature of Oracle Database 10g
- Provided high availability with the new database solution to allow for integration with the company system and maintain compatibility with the Linux platform
- Implemented Oracle Database 10g, and worked with Oracle partner Bertini Consultoria, to guarantee critical system performance