



## Oracle Customer Spotlight



### Zentrale Informatikdienste Basel (ZID) Completes Big Bang Document Management Migration for 3,700 Users

#### ZENTRALE INFORMATIKDIENSTE BASEL (ZID)

Basel, Switzerland  
www.zid.bs.ch

**INDUSTRY:**  
Public Sector

**EMPLOYEES:**  
120

#### ORACLE PRODUCTS & SERVICES:

Oracle Advanced Customer Services  
Oracle Database  
Oracle Application Server  
Oracle Real Application Clusters  
Oracle Support

"With the extremely helpful support of Oracle Advanced Customer Services during the migration to Oracle Collaboration Suite, we were able to configure the performance of our 3,700 users in such a way that we completed our big bang implementation very smoothly. We are very pleased with the services Oracle provided."

– Gisela Leclere, Project Leader,  
OCS, Zentrale Informatikdienste  
Basel

Zentrale Informatikdienste Basel (ZID) is the central IT services provider for the Swiss canton of Basel City. Under contract to the government, ZID is responsible for providing IT services for all of the public offices and departments in the canton. Its responsibilities include a two-site administrative data processing center, the canton's communications and data network (DANBES), telephony, the data market, and the electronic communications-data management platform.

#### Challenges

- Migrate Oracle Collaboration Suite to a supported release (installed version no longer supported)
- Support 3,700 users with an average monthly net data volume of 510 GB for e-mails and 650 GB for files, as well as a total of 30,000 e-mails per day

#### Solution

- Upgraded Oracle Collaboration Suite (old release was desupported)
- Constructed a complex infrastructure with Oracle Database servers, Oracle Application Server, and Oracle Real Application Clusters in preparation for the migration
- Installed and configured the new release of Oracle Collaboration Suite at one server in different setups
- Reduced risk through efficient and rapid communication with Oracle through a named support contact
- Obtained comprehensive support for special requirements and the development of test and migration programs through Oracle Advanced Customer Services
- Simulated the migration using test runs of 4,000 simulated users (not in active production on the network)
- Completed the big bang migration successfully and continued to maintain a stable, operational system
- Positioned the system in the best possible way for future moves such as greater use of the Web client alongside the current Outlook client, with the option of even greater reliability and reducing costs through individual, needs-based support