



Hong Kong Housing Authority  
Hong Kong  
www.housingauthority.gov.hk

#### Industry:

Public Sector

#### Employees:

More than 8,000

#### Oracle Products & Services:

Oracle Exadata Database Machine  
Oracle Database 11g  
Oracle Real Application Clusters

**“We were looking for a holistic solution capable of delivering quick, dramatic improvement. The results after the implementation of the Oracle data warehouse solution were very impressive. In addition, the solution will also enable us to upgrade smoothly to the new release of Oracle Database, adding an extra dimension to the existing performance benefits.”** – Raymond Chu, Head, IT, Hong Kong Housing Authority

## Hong Kong Housing Authority Improves Ad Hoc Query Response Time by up to 97%

The Hong Kong Housing Authority (HA) is a statutory body established in April 1973. HA develops and implements a public housing program that seeks to achieve the Hong Kong Special Administrative Region Government’s policy objective of meeting the housing needs of people who cannot afford private rental housing. HA manages over 700,000 residential units, which house approximately 30% of Hong Kong’s population.

### Challenges

- Improve the performance of the corporate information system, which collects data from 14 other systems, including the estate management system, and consolidates it in a data warehouse for summary reporting and ad hoc querying
- Increase the speed at which ad hoc requests are processed, which, in some cases, could take days to complete

### Solution

- Migrated the Corporate Information System to Oracle Exadata Database Machine running Oracle Database 11g with Oracle Real Application Clusters
- Improved response times for ad hoc queries such as revenue collection (by estate and collection amount) by 80%; and arrears and revenue trend analysis by 97%
- Achieved average query response times of four to five seconds, ensuring users no longer had to wait minutes or hours for information on the type and location of available housing
- Cut day-end batch processing time by eight hours, from 13.5 to 5.5 hours
- Reduced month-end batch processing time, ensuring senior managers can review developments in public housing trends at the start of each month