

PEARSON-HARPER

Pearson- Harper Ltd
Billingham, England
www.pearson-harper.com

Industry:

Professional Services

Annual Revenue:

US\$4.85 million

Employees:

50

Oracle Products & Services:

Oracle GoldenGate
Oracle Database, Standard Edition

Oracle Partner:

e-DBA
www.e-dba.com

“Oracle GoldenGate has enabled us to deliver real-time data replication and continuous synchronization for users sharing business-critical information on opposite sides of the world, at only 20% of the cost of alternate solutions.”

– Terry Trotter, IT Services Manager, Pearson-Harper Ltd

Pearson-Harper Delivers 100 Times Faster Screen Load and User Response for Multicountry Customer System

Pearson-Harper is one of the world’s fastest growing providers of engineering information management (EIM) services and boasts 20% year-on-year revenue growth. Based in the United Kingdom and Australia, the company’s engineering content solutions ensure that the data relating to its customers’ large-scale capital projects is always complete, correct, consistent, and connected.

Challenges

- Improve EIM application performance for a client whose Australian users were experiencing unacceptably long screen loading and response times from their database located in the United Kingdom
- Resolve the issue rapidly, and deliver sub-10 millisecond user response times without incurring the licensing and support costs of installing an enterprise-class database in Australia
- Upload thousands of data changes each day to reflect updates to projects without eroding service quality for end-users
- Gain ability to extend EIM services to new clients by providing high availability and performance, even in remote locations

Solution

- Commissioned Oracle Platinum Partner e-DBA to use Oracle GoldenGate to make a local copy of the database in Australia with real-time, bidirectional replication between both locations
- Chose Oracle GoldenGate, following a successful proof of concept by e-DBA, for its ability to capture and synchronize updates from both sites, and make them available to all users
- Delivered on client’s need for speed, reliability, availability, and scalability for 20% of the cost of other solutions
- Utilized e-DBA’s expertise to implement a local database in Australia within 48 hours, and configure it to specific needs
- Reduced average application response time from 400 milliseconds to 3 to 4 milliseconds, beating sub-10 millisecond target and gaining immediate acceptance by users in Australia
- Protected EIM application against downtime during upgrades and site loss by gaining ability to switch data between locations
- Enabled expansion of EIM services to more countries and remote area users with Oracle Golden Gate, while still ensuring sub-10 millisecond screen load and response times