



“We are realizing a 39 percent reduction in Oracle support staff costs by using TUSC Managed Services.”



Larry Vaerewyck
VP — Information Technology
Silliker Inc.

Challenge

Silliker Inc. needed a more cost-effective solution for 24 x 7 Oracle Database support and monitoring.

Solution

TUSC Managed Services was selected to provide remote monitoring and mentoring.

Results

Silliker Inc. **reduced** its Oracle in-house support staff costs by **39 percent**.

With 11 labs across the United States and around-the-clock testing, Silliker requires 24 by 7 uptime of its LIMS and Silliker-eSTAR applications. “If our system is down, we are unable to log or test samples, enter results or provide reports to our clients,” explained Larry Vaerewyck, VP — information technology. System stability and performance is particularly vital due to the time-sensitive nature of meat and dairy product release. “With TUSC, our system issues are addressed immediately, no matter when they occur.”

Silliker first utilized TUSC consultants to implement bi-directional replication six years ago, at which point Vaerewyck found them to be more knowledgeable than Oracle. “It took TUSC less than two days to resolve an issue that Oracle support had been working on for weeks,” Vaerewyck said. Silliker has relied on TUSC for Oracle support and monitoring ever since.

Like other Managed Services customers, Silliker would have to hire additional personnel to provide database coverage if not for TUSC support.

“We are realizing a 39 percent reduction in Oracle support staff costs by using Managed Services,” Vaerewyck says. “With TUSC, our system uptime percentage is higher than ever, Oracle expertise is on tap and we are saving money in the meantime.”

Leading Network of Accredited Testing Labs Chooses TUSC Managed Services

Silliker Inc. is the leading international network of accredited testing laboratories serving the food processing, retail, food service, pharmaceutical and cosmetic industries. Its laboratory information management systems, or LIMS, and Silliker-eSTAR, a real-time client Web site, are based on an Oracle Database. Silliker depends on TUSC Managed Services to support these systems.

ABOUT TUSC

Specialists in helping companies optimize their investment in Oracle Technology. Providing integrated functional and technical solutions since 1988 in the areas of Managed (DBA) Services, Database Services, Training & Mentoring, Custom Development, Oracle’s E-Business Suite, Business Intelligence, and Licensing.

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