

### The customer

"Servicepunt71 is a professional shared service organization for municipalities and government organizations in the Leiden region (the Netherlands). We are an Information Provision, HRM, Facilities, Legal, Finance and Procurement partner. Our mission is to help our partner organizations provide the best possible services to citizens and businesses."

In December 2019, Broadpin, together with Open Line, transferred the entire IT infrastructure of Servicepunt71 and partner organizations from the Servicepunt71 data center in Leiden to the Open Line data center in Limburg. During the migration, more than 635 servers and almost 500 applications were moved across a period of a few weeks after 2.5 years of preparation. Part of this project was also the migration of 170 Oracle databases to the ExaHotel platform.

### The project: Database Migration to ExaHotel

#### Challenges

In 2019, Servicepunt71 decided to outsource their entire IT infrastructure and its management. The complexity and the current 24/7 economy made it an increasing challenge to keep the required knowledge within the organization at an adequate level. The decision became even easier as these services are becoming increasingly more available in the market

#### Tender

This decision led to the organization of a European tender to find a partner to migrate the entire infrastructure of Servicepunt71 to an external data center. Part of this project was the migration of 170 Oracle databases.

In terms of price and quality, Open Line and Broadpin emerged as the best partners for Servicepunt71 to migrate these databases

by offering them a room in the ExaHotel.

#### Why ExaHotel?

ExaHotel runs on the Oracle Exadata platform. Exadata is a specially designed engineered system for running Oracle Databases, in which large volumes of data are processed quickly and efficiently. Broadpin and Open Line make the high quality Exadata database platform available to the average Oracle database customer through ExaHotel.

With ExaHotel, organizations can benefit from a specialized, scalable Oracle database platform based on a smaller entry of 2 cores, memory and storage, to meet their specific needs.

A room in the ExaHotel is fully equipped, so companies are completely relieved from all pressures and responsibilities due to Broadpin's 24/7 support.

#### Database migration

The migration of 170 Oracle databases of Servicepunt71, which was part of the tender, consisted of two phases:

1. End of 2019: migration to Oracle Exadata X6. This project took a total of three months.
2. Spring 2020: migration from Oracle Exadata X6 to the latest Oracle Exadata X8M. The migration took a total of 2 months.

Both migrations consisted of a test phase and eventual migration. The entire project ran smoothly and was completed within a very short period of time.



## PROJECT OBJECTIVES

- Complete unburdening (24/7) of the Oracle environment
- Benefit from the latest technology
- Scalability
- Better performance and stability
- Focus on core business
- High-end security

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### Result

ExaHotel offers Servicepunto71 powerful performance and great stability. Moreover, the platform is 100% scalable to the customer's needs and relies on high-end security. Additionally, Broadpin and Open Line provide 24/7 managed services for all databases, weblogic and VM servers, which means that the customer is completely unburdened and can focus on the core business processes.

Servicepunto71 is currently running on release 12.2.0.1, which is under limited error correction support. Therefore, they decided to upgrade to the new 19c on ExaHotel with almost 160 databases and multiple applications. Broadpin and Open Line will be carrying out this project over the upcoming months.

### Partnership and future projects

The partnership between Servicepunto71, Broadpin and Open Line is set to continue well into the future.

In 2020, Oracle released the newest Oracle Database 19c together with a new database support schedule.

Since premier support for all older database versions ended in March 2021, it is recommended that organizations upgrade to the newest 19c database.

## The Solution: ExaHotel DBaaS

With ExaHotel DBaaS you can expect the following benefits:



Extreme performance



Fully scalable



Cost-efficient



For every workload



Easy implementation



Bring your own licensing model



For all Oracle databases



24/7 Managed Services



Open Line is an IT company with five different offices throughout the Netherlands. Their 250+ IT specialists provide Managed Services and Consultancy to their customers. Within Managed Services, they manage and operate their customers' IT environment. Within the Consultancy section, they analyse the right hardware and software solutions together with the customer. Thanks to these services, Open Line has grown drastically, and their focus lies on 'As-a-Service'. The organization is continuously looking for new ways to work more efficiently and to increase productivity. To remain successful, they work on improving their business model and business processes. This is necessary to maintain the market leader and, where possible, expand even further. Strategic collaboration with suppliers and customers is Open Line's key to innovation.



# **broadpin**

Your solution is here.