



Anglian Water Streamlines Four Simultaneous Migrations with SharePlex® for Oracle from Quest Software

With the widest geographic area to cover in England, Anglian Water Services is one of the largest water utilities in the UK. Anglian Water outsources its IT functions to Computer Sciences Corporation (CSC), which is contracted to provide IT systems support for hardware, software and project work. One of the largest projects was the continuing implementation of an SAP footprint throughout the organisation. This started several years previously with the implementation of the SAP R3 system. It continued with a rolling schedule of work to move from legacy systems—with high maintenance costs and older technology—to easily maintainable, package-based systems.

The Challenge

In January 2005, Asset Life Management (SAP-ALM) went live on Windows/Intel-based platforms, running SAP version 4.6C. This dealt with physical items like meters, pipes and managing work, and gave adequate performance for the original scope. Next on the agenda was a new billing system, SAP IS-U, the industry standard for utilities. To allow for expansion and to accommodate the needs of IS-U to bill 3.5 million customers, higher specification hardware was required.

For increased performance and scalability, CSC recommended Sun Solaris Unix, introducing hardware and operating system upgrades to the project. The billing system required an upgrade to SAP 4.7, which required Oracle 9i. The need to upgrade to Oracle 9i from 8.1.7 was compounded by the forthcoming end of support for Oracle 8 from 2006. The SAP upgrade project now involved four upgrades: hardware—from Intel to Sun Solaris; operating system—from Windows to Unix; Oracle—from version 8.1.7 to 9i, and SAP—from version 4.6C to 4.7.

CSC faced the challenge to complete all aspects of the upgrade project within 12 months, ending December 2005, while ensuring that Anglian Water's business suffered no disruption. Since the UK water industry is very highly regulated, and each organisation is rated on its performance in many areas, these ratings determine the level at which the utility can set its prices. System downtime had to be kept to an absolute minimum to ensure that Anglian Water's profitability was not affected by the SAP upgrade project.

To meet the end of 2005 deadline and to ensure that each SAP application could be tested and integrated into the business with a period of stabilisation, the upgrades were scheduled for August 2005. It was estimated that a seven-to nine-day outage would be needed, assuming a 24-hour working day. This was far too long, and CSC had to consider combining some of the elements of the upgrade to save time. CSC recognised that additional help was required to reduce the total amount of downtime to a more manageable three to four days and to minimise the risk of a failed migration.

The Quest Solution

Following a survey of the marketplace, CSC selected SharePlex® for Oracle from Quest Software to replicate the database and enable the upgrades with reduced downtime, as well as to minimise the risk of a failed migration.

Quest is extremely experienced in performing SAP database migrations and has been awarded an SAP Integration Assessment for database migrations using SharePlex. Being SAP-certified contributed heavily to CSC's selection decision because of its corporate policy to adhere to best-practises.

SharePlex for Oracle provides fault-tolerant replication for the Oracle database, which allows a near-real time copy of the database, for whatever reason—reporting, high availability, disaster recovery, application integration or other planned or unplanned outages. Unlike other replication solutions, SharePlex performs the replication outside the database, minimising the impact on database performance and network capacity.

Overview

"SharePlex provided us with a time saving of at least 50 percent, reducing the upgrade window from an unacceptable seven to nine days to a manageable three and a half days. User downtime was therefore kept to a minimum, and most importantly, the upgrade did not affect Anglian Water's profitability."

- Andy Chapman,
Senior Project Manager,
CSC

Headquarters

Huntingdon, Cambridgeshire, UK

Services

Water utility

Critical Needs

Solution to provide fast hardware, operating system, Oracle and SAP migrations during the same business outage

Solution

SharePlex for Oracle

Results

- Reduced the migration business outage by at least 50 percent—from seven to nine days, to three and a half days
- Minimised the risk of a failed migration in high-risk circumstances
- Performed migration within required deadline
- Provided increasing levels of ROI

CSC used SharePlex to successfully perform the upgrades with minimal downtime. SharePlex enabled all four elements of the upgrade—hardware, operating system, Oracle database and SAP applications—to be performed quickly in a straightforward, low-risk manner. System outages were a matter of hours for the initial hardware/operating system/Oracle migration (430 GB of data) and three days for the SAP upgrade. The project ran during the August bank holiday—Friday evening to Tuesday morning, minimising the impact of the outage to the users.

The Bottom Line

SharePlex enabled CSC to meet its objectives—to solve the predicament of performing the complex SAP upgrade in a sufficiently short time period to minimise impact on Anglian Water's business. "SharePlex provided us with a time saving of at least 50 percent, reducing the upgrade window from an unacceptable seven to nine days, to a manageable three and a half days. User downtime was therefore kept to a minimum and most importantly, the upgrade did not affect Anglian Water's profitability," explained Andy Chapman, senior project manager at CSC.

SharePlex reduced the risk of a failed migration. "Despite the tests we performed, doing the hardware/operating system/Oracle migration in one step was always going to be high risk. SharePlex minimised the risk of failing, giving us confidence to forge ahead and meet our deadline," added Chapman.

SharePlex has ensured that Anglian Water is a satisfied customer and confident in CSC's ability to deliver. In addition, the value of SharePlex continues to grow, as the solution can continue to be used at Anglian Water as appropriate, at no extra cost.

About Anglian Water

Anglian Water is one of the leading providers of water and wastewater services in the UK. Part of the AWG Plc group, Anglian Water is located in the east of England and serves the needs of around six million industrial, commercial and domestic customers.

About CSC

Founded in 1959, Computer Sciences Corporation is a leading global information technology (IT) services company. CSC's mission is to provide customers in industry and government with solutions crafted to meet their specific challenges and enable them to profit from the advanced use of technology. With approximately 80,000 employees, CSC provides innovative solutions for customers around the world by applying leading technologies and CSC's own advanced capabilities. These include systems design and integration; IT and business process outsourcing; applications software development; Web and application hosting; and management consulting. Headquartered in El Segundo, Calif., CSC reported revenue of \$14.6 billion for the 12 months ended Dec. 30, 2005. www.csc.com.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com