

Syngene International Limited

<http://www.syngeneintl.com/>

Industry: Bio Tech

Syngene is India's largest contract research organization, which supports R&D programs from lead generation to clinical supplies. Our multi-disciplinary skills in integrated drug discovery and development include capabilities in medicinal chemistry, biology, in vivo pharmacology, toxicology, custom synthesis, process R&D, cGMP manufacturing, formulation and analytical development along with Clinical development services.

Kudos to EDCS...

“Very easy to approach, prompt, response and with planned proactive maintenance approach, you have been taking care of our databases so well!

Keep up the excellent work!

**...Infrastructure
Manager at Syngene**

24X7 Support & maintenance of business-critical Oracle databases

Business Need

Syngene a Bio tech Company was looking for a professional help for the support and maintenance of one of business critical oracle data base

The Challenge

Syngene needed 24X7 database administration support for business-critical Oracle databases (currently 21 databases) which are being used for their research purpose. The major challenge was to have SLA based support who can also visit the site as and when required to perform critical activities, it was also required to meet the international pharmaceutical standards and compliance.

The Solution

EDCS has been delivering remote 24X7 support using shared model. The service includes preventive inspections and maintenance, periodic patching and upgrading the databases, periodic mock drill for disaster recovery and backup/recovery process validation, performance tuning and assisting developers to list a few.

Benefits

- Ownership of the data management to helped to meet international pharmaceutical standards and compliance audits
- Near zero interruptions to business due to lower incidents and assured SLA
- Low cost of maintenance using EDCS's shared support model.