

Proc case monitors mission-critical healthcare systems for maximum uptime and optimal systems performance

CAPCOM, Incorporated

Client since 2001

Location: Haddonfield, New Jersey, United States

Industry: Healthcare



Client Overview

CAPCOM Inc. specializes in delivering custom and pre-packaged software products in the healthcare industry. CAPCOM specializes in software solutions for patient and clinical information, electronic medical records (EMR), billing and financial management, and scheduling.

Client Objectives

CAPCOM aims to become a full service solutions vendor that provides a complete computerized system for its customers, which includes hardware, software and networking installation, training and on-going support.

Proc case Contribution

With our focus on enterprise database solutions, Proc case provides complementary skills to CAPCOM service offerings, allowing CAPCOM to focus on its core business of building healthcare applications. Since 2001, Proc case has been monitoring mission-critical production databases for CAPCOM and its customers. This includes performing hot backups, restoring and recovering the database whenever as required, monitoring performance bottlenecks, and identifying storage issues when they arise. Our database administrators (DBAs) provide 24x7 support for CAPCOM, and are able to respond within the prescribed service level agreements.

In addition, Proc case installs and upgrades Oracle databases, as well as defining backup and recovery strategy for CAPCOM. In the area of backup and recovery, Proc case has implemented cold backups, ARCHIVELOG, advanced replication and EXPORT/IMPORT for CAPCOM.

Proc case provides most of the services for CAPCOM remotely, minimizing travel expenses while continuing to maintain a high level of customer service.

Technology

Oracle database on Windows, CITRIX, Oracle Enterprise Manager

Results

CAPCOM does not need to hire a team of internal DBAs, and then worry about keeping them busy. Instead, CAPCOM can tap into Proc case's pool of experienced database administrators for a fraction of the cost. This is achieved because of: (a) Proc case DBA's high productivity; (b) remote support; and (c) minimum monthly retainer for DBA services.

Proc case and CAPCOM are expanding the relationship into other areas of enterprise database computing such as application performance tuning.