

# Keep Your Online Business Up and Running During Downtimes

**Joint session with Herbalife at Oracle OpenWorld 2008, San Francisco.**

**Session Date**

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**Overview**

- Global companies like Herbalife with a retail marketing model require IT systems designed around a 24X7 availability model to ensure high quality, uninterrupted service to the customers
- ORACLE provides HA (High Availability) solutions like Advanced Replication, Data Guard, RAC and ORACLE STREAMS. Though introduced by ORACLE earlier, STREAMS has now become widely accepted technology for providing highly customized, flexible Point-to-Point data replication with checks and controls

## Challenges faced by client

- Herbalife business is driven through Call Centers, Distribution Centers and Internet Ordering
- Providing a customized agent interface for Global Order Capture (GOC) to increase ease-of-use and productivity of Call Center and Distribution Center Order Taking Process to accommodate 15000 orders a day
- Delivering quantifiable reduction in Order Entry time compared with vanilla OM (Order Management) functionality
- Providing a relatively quick and flexible process for Order Capture enhancements and modifications
- Making the system truly Global by providing complete support to local requirements like TAX, Currency, Payment Methods, Freight Options
- Ascertaining that Security and Performance are not compromised
- Providing a Business Continuity Model for the Call Center and Distribution Center activities in the event of primary system failure or maintenance

## How Infosys' solution/ experts resolved the issues

- Infosys team evaluated various competing technologies like:
  - Data Guard
    - ◆ Most widely used solution for Data protection and Disaster Recovery
    - ◆ Provides the ability to set up and maintain a standby copy of Production Database
  - Logical Standby
    - ◆ Can be physically different from the Primary Database
    - ◆ Logically same and can take over processing if Primary Database is unavailable
    - ◆ Transactions are applied using SQL to an Open database
  - Physical Standby
    - ◆ Physically identical to the Primary Database
    - ◆ Redo Data shipped and applied via Media recovery
    - ◆ Can open Read-only to offload reporting from Primary Database
  - Third Party Technologies
- Infosys team of architects evaluated the pros and cons and fitment to Herbalife and zeroed in on Oracle STREAMS

## Benefits derived

- Herbalife now has the ability to capture the orders both online and through the call center environment
- Mitigated the risk of business downtime as well as loss of business
- During peak periods, Herbalife has developed the potential of 1000 orders/ day and the downtime of the systems is now mitigated