

SIRCA relies on ICE Systems and Sun Microsystems for MySQL Support



Customer Name: SIRCA Ltd

SIRCA is a leading provider of financial data and eResearch services to over 200 Universities, regulators and financial market participants world-wide. Structured as a public-private sector partnership, SIRCA delivers convenient on-line access to the world’s largest integrated financial market databases and associated search and analytic tools.

Industry: Financial Services

Website: <http://www.sirca.org.au>

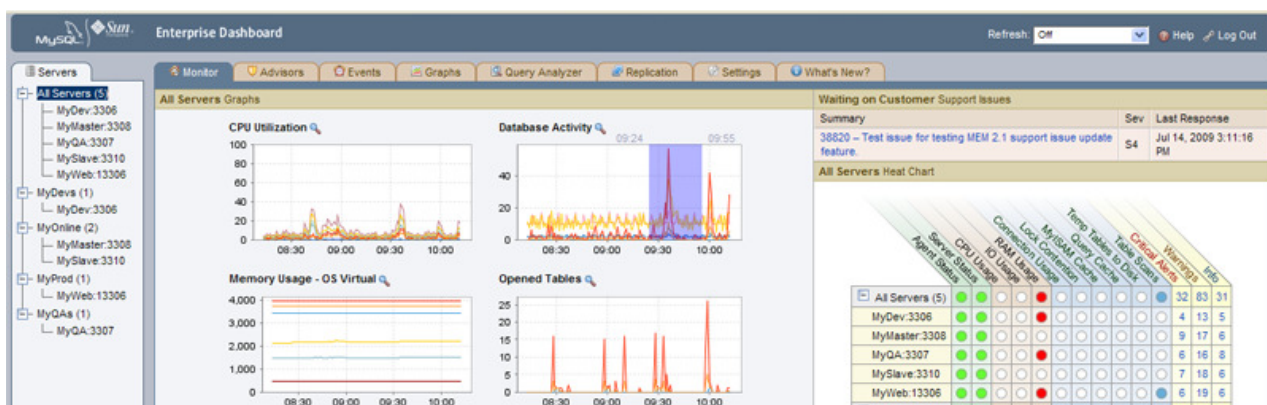
Business Requirements: Drive cost out of the business whilst maintaining support of core technologies.

Solution: MySQL Gold Enterprise Support Subscription

Brief: Allows SIRCA’s technical team to leverage their core skills whilst ensuring all business technologies were appropriately supported. Provide additional tool sets to assist in MySQL reporting and analytics.



Background: SIRCA Ltd was interested in identifying ways to drive cost out of the business, and one of the areas reviewed was Technical Support. SIRCA were paying similar support contracts on technologies where they had significant in house skills, as those technologies where they did not have the same level of skills. ICE Systems worked with SIRCA to help define the best solution for SIRCA to manage and maintain their support requirements.



MySQL server was identified as a particular technology that was core to their business, but not something SIRCA had strong skills in house to support. It became apparent that an unlimited server model would enable SIRCA to maintain a consistent compliance stance that meant that they did not need to invest time going through internal

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licensing audits, whilst allowing their technical team to focus on the other core technologies where they had greater strengths.

Solution: ICE Systems worked with Sun Microsystems to bring the first Australia MySQL support contract to market. SIRCA have taken up the Gold subscription, which gives them unlimited server instances for their MySQL support, and an advanced tool set for MySQL reporting and analytics.

- Enterprise Dashboard
- Live Feeds, Notifications and Alerts
- Custom Advisor
- Upgrade Advisor
- Administration Advisor
- Security Advisor
- MySQL Query Analyzer
- Replication Monitor
- Replication Advisor
- Memory Usage Advisor



Benefits: The support contract for MySQL has enabled SIRCA to cover a skills gap that they had in the support of one of their core technologies. This has enabled them to have the required level of support they needed, whilst they looked for someone to hire to fill this role.

Since taking on a MySQL Database Analyst, they have found that the additional tools such as the Enterprise Dashboard that are available to SIRCA as part of the support contract have enabled a much quicker and more effective ramp up to proving SIRCA with direct business benefits in this space.

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