



## Helping a Consumer Foodservice Company Optimize IT Operations and Ensure Data Compliance.

Operate | Application, Cloud, and Infrastructure Operate Services

### The challenge

- Deloitte was engaged to provide a cloud architecture that not only hosted the client's Oracle portfolio but also supported their enterprise applications. The client required a consistent managed service with compelling SLAs to ensure their portfolios received superior support. Additionally, the new architecture needed to be reliable and cost-effective. The client faced high hosting costs across colocation and private Oracle clouds, complex IT operations without a standardized support model, and challenges in ensuring compliance with local data storage regulations.

### Our solution

- Deloitte assessed the Oracle EBS applications and enterprise applications to determine which applications required rehosting, refactoring, or replatforming. These applications were then moved to the Oracle Cloud Infrastructure within Deloitte's OpenCloud environment to provide a consistent managed service. Key steps included:
- Documenting existing requirements and developing landing zones within Oracle Cloud with the necessary native services.
- Implementing automation through OpenCloud tooling across patch management, backup management, problem management, and vulnerability management.
- Developing operational runbooks to standardize incident management support.

### The outcomes

Deloitte's solution standardized the client's IT operations, ensuring they were consistent and repeatable, which in turn ensured SLAs were consistently met. The new architecture built within the OpenCloud environment included many guardrails and controls supporting compliance across several regulations, mitigating the risk of non-compliance. Furthermore, the new environment leveraged automation, allowing for increased efficiency in resource usage.

Key Impacts:-

- Standardized Operations: IT operations became consistent and repeatable, ensuring SLAs are consistently met.
- Data Compliance: The new architecture contains numerous guardrails and controls, supporting compliance across various regulations and mitigating the risk of non-compliance.
- Cost Efficiency: Automation within the new environment led to increased efficiency in resource usage.

