



ORACLE®

Database administration for life critical systems

About the customer

NHS Blood and Transplant's (NHSBT) aims include:

- Encouraging people to donate organs, blood and tissues
- Optimising the safety and supply of blood, organs and tissue
- Helping to improve the quality, effectiveness and clinical outcomes of blood and transplant services
- Providing expert advice to other NHS organisations, the Department of Health, Ministers and devolved administrations
- Providing appropriate advice and support to health services in other countries
- Commissioning and conducting research and development.

About the project

Savant acts as Oracle DBA for NHSBT for its Hematos system (a national patient diagnostic application). This involves:

- Actively managing this life critical database to ensure the smooth running of the laboratories that are using the Hematos application
- Working with the NHBST staff to manage the deployment, testing, and configuration of the Hematos application
- Maintain several test, training and migration databases for the Hematos application.

Hematos is a Uniface application that is deployed using Citrix. In order to assist in the roll out of this application Savant carry out various tasks including:

- Validating settings data which is then delivered back to NHSBT in a controlled manner to allow it to be loaded into the relevant test environment
- Trouble shooting of performance issues using Oracle's traces files, Oracle log mining etc.
- Clearing down and reloading data during migration testing, using Oracle's Import and Export facility
- Performance monitoring and tuning
- Running Oracle's DataGuard product to maintain an exact copy of the live database on a separate geographical site for disaster recovery purposes
- Using Oracle's RMAN product for the "hot" backing up of the databases
- Maintaining a separate reporting database for feeds into Business Objects.

"Savant Limited provides an important element of support for this critical IT system. We rely on them for every day maintenance and urgent 'trouble shooting'. It is important to us that Savant understands the life-critical nature of the data we are dealing with and provide an appropriate level of support. The professional, well informed support that Savant provides is essential in helping us provide the services our customers expect."

Ian Britton
Hematos System Manager

NHS
Blood and Transplant