



## Success Story: University solved their Oracle-based Administration System Outage in minutes

### Background

- Technical University offering multiple undergraduate, postgraduate and doctorate programs in Asia.

### Challenges/Needs

- The administration system based on Oracle faced frequent outages, where multiple departments were not able to connect to the system to conduct their required activities such as Attendance, Scheduling, Report Cards, Online Forms, Billing, Accounting, Web Portals, Mobile Apps, Library, Admissions, etc.
- The IT team suspected the network access to be the reason behind the complaint, but all other websites and Internet accessing services worked fine. The IT team had spent weeks trying to resolve this issue, but with no success.

### Uila Solution

- With Uila's root cause analysis view, the IT team was able to instantly exonerate the infrastructure and network as the reason behind the outages. In the worst transaction view, Uila showed high response time in certain queries for the TNS services of their Oracle system, and with Uila's application transactions analysis the team was able to get detailed transaction level information for those inefficiently scripted Oracle queries. This was then escalated to the application administrator responsible for the scripts to fix the issue.

### Uila Benefits

With Uila, the university's IT team was able to restore the administration system and make it constantly available to all departments in a matter of minutes.