



# Oracle Database as a Service

## Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Sub-Manager IT Infrastructure at a tech services company with 201-500 employees

**Jose Luis Godoy**

### **WHAT IS OUR PRIMARY USE CASE?**

The primary use case is transaction services of the bank. The performance is amazing. It is very good for the all-flash disk.

### **HOW HAS IT HELPED MY ORGANIZATION?**

More SLAs for the clients; better performance in our transactions for clients. Improves client satisfaction by decreasing their problems.

### **WHAT IS MOST VALUABLE?**

The performance The opportunity for recovery

### **WHAT NEEDS IMPROVEMENT?**

I would like to see a better dashboard for the storage. It need to be more complete overall. At the moment, it is basic.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

The stability is very good. There have been no problems.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

The scalability is good. There have been no problems.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

We have had no issues contacting technical support. We use the Chilean and US support offices, and they respond quickly.



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### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We had Hitachi storage, but the performance and the support were very bad.

### **HOW WAS THE INITIAL SETUP?**

The initial setup was easy.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We looked at Dell storage, but we chose Oracle due to its performance, security, and scalability.

### **WHAT OTHER ADVICE DO I HAVE?**

I would recommend the solution. It is quite complete and very good. Most important criteria when selecting a vendor: Recommendations Performance Stability.

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