



IT Convergence Boosts MasterCard International with PL/SQL and SQL Instruction

CUSTOMER PROFILE

MasterCard International



MasterCard International
Purchase, New York
www.mastercardinternational.com



INDUSTRY

Banking & Financial Services

EMPLOYEES

4,000

IT CONVERGENCE SERVICES

▪ Education

APPLICATIONS & TECHNOLOGIES

- Oracle E-Business Suite
- PL/SQL
- SQL

KEY BENEFITS

- Content-intensive courses
- Highly experienced, senior-level instructor
- Oracle certified trainer

A LOOK AT MASTERCARD INTERNATIONAL

MasterCard International is a leading global payment solutions company that provides a broad variety of innovative services in support of its members credit, deposit access, electronic cash, business-to-business and related payment programs. MasterCard International manages international brands including MasterCard, Maestro, and Cirrus, which serve customers and financial intuitions in over 210 countries.

THE CHALLENGE

MasterCard International runs the Oracle E-Business Suite on top of the Oracle Database Engine. The company needed to increase the number of staff skilled in PL/SQL as well as improving the SQL Tuning skill sets of experienced users. This was necessary because the company was having regular performance issues with SQL and it wanted to reduce the number of incidents and shorten time needed to resolve incidents.

MasterCard International needed a partner that could train its staff to better manage the relations between its Oracle database and its Oracle Applications. This meant that the company needed a partner which had the flexibility to provide instruction in PL/SQL programming code and tuning the database. MasterCard International had the additional requirement that its partner deliver instruction on both PL/SQL and Tuning SQL, in one week.

HIGH-LEVEL PROJECT GOALS

- Increase number of staff proficient in PL/SQL
- Improve database access through more efficient code
- Equip staff to improve performance of SQL database

WHY IT CONVERGENCE?

IT Convergence (ITC) presented MasterCard International with a record of successfully delivering customized, comprehensive and technical instruction. ITC also offered an instructor with almost two decades of PL/SQL and SQL experience, who was both an Oracle Certified Professional and a Certified Technical Trainer. These assets led MasterCard International to choose ITC as the partner best able to meet its PL/SQL and SQL instructional needs.

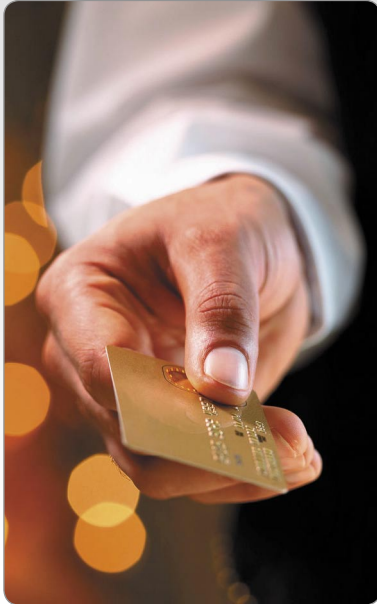
INSTRUCTION IMPROVES SQL OPERATING EFFICIENCY

Prior to the engagement, ITC's instructor worked in close consultation with MasterCard International's IT department to fine-tune the instructional curriculum. On-site instruction lasted five days with a mixed-level group of 15 users participating.

The first phase of instruction covered an Introduction to PL/SQL and the objective was to instruct users on basic concepts of how to program using PL/SQL while progressing towards advanced PL/SQL topics. Better understanding of PL/SQL programming code allows MasterCard International users to better support applications running on top of its Oracle database.



*MasterCard
International*



The second instructional phase focused on Fine Tuning SQL and the objective was to instruct users on the monitoring and tuning of SQL for the Oracle database. The SQL Tuning course agenda focused on educating students on the monitoring and tuning of SQL along with giving them an understanding of where SQL performance can go wrong and how to improve its performance.

As a result of the training, MasterCard International employees are now able to improve the functions of its Oracle E-Business Suite applications by improving the way these applications access the Oracle database. The improved ability of MasterCard International staff to utilize PL/SQL and SQL has also shortened the time necessary for development, debugging and troubleshooting.

SUCCESSFUL PL/SQL AND SQL SESSIONS LEAD TO NEW PARTNERSHIP

MasterCard International was highly satisfied with the quality of instruction delivered by IT Convergence. ITC's instructor successfully integrated a high volume of complex material into classroom sessions which combined lectures with hands-on lab activities to effectively allow both novice and more-experienced users to benefit from the course.

Because of the training, the company now has more staff members who are proficient in PL/SQL and SQL. The result has been that the company has reduced the number of performance issues with SQL, and shortened the correction time for resolving issues.

As a result of this successful engagement, MasterCard International is again planning to partner with IT Convergence to provide its staff with instruction on Oracle 10g new features.