



*“The expertise and depth of TUSC allows us to focus on strategic projects...”*

*Marsha Duvdevani  
Manager  
Database Administration  
IFF*

**IFF** International Flavors & Fragrances Inc.

### Challenge

An acquisition and turnover caused a dramatic increase in database administration and monitoring needs.

### Solution

IFF chose TUSC Remote DBA to monitor its Oracle environments and mentor its Oracle DBA.

### Results

IFF maintains over 40 databases in 7 countries with one full-time DBA.

Boake Allen, formerly the industry's 7th biggest player. To manage its Oracle systems environment, IFF relies on TUSC Remote DBA.

“IFF has over 40 Oracle databases, including a large ERP implementation,” stated Marsha Duvdevani, Manager, Database Administration. With systems in the United States, Australia, South Africa, India, Sweden, Turkey and Singapore, 24/7 monitoring, performance tuning and emergency support is essential.

The four-year partnership with TUSC began when IFF acquired Bush Boake Allen, a former competitor and TUSC client. Duvdevani explained, “One of our DBAs knew of TUSC and we needed additional Oracle expertise, so it made sense to add our databases to the TUSC contract. TUSC enabled a smooth transition of incorporating support of the newly acquired system and by mentoring our DBA.”

IFF has come to depend on Remote DBA and Managed Services, and benefits from TUSC's technical knowledge and expertise. “We benefit from our TUSC DBA's experience with countless other systems,” Duvdevani said. Through a web portal, which includes system reports and documentation on all work performed, “we know that our systems are being maintained.” Duvdevani continued, “The expertise and depth of TUSC allows us to focus on strategic projects, not system maintenance, knowledge gaps and turnover.”

## Industry Leader Chooses TUSC Remote DBA

IFF is a leading creator and manufacturer of flavors and fragrances used in a wide variety of consumer products—from fine fragrances and toiletries, to soaps, detergents and other household products, to beverages and food products. IFF is dedicated to The Pursuit of Excellence in every area of its business, using knowledge, creativity, innovation and technology to continually provide customers with the highest quality products and service and superior consumer understanding.

IFF has sales, manufacturing and creative facilities in 34 countries worldwide and annual sales exceeding \$1.9 billion. In 2000, IFF acquired Bush

### ABOUT TUSC

Specialists in helping companies optimize their investment in Oracle Technology. Providing integrated functional and technical solutions since 1988 in the areas of Managed (DBA) Services, Database Services, Training & Mentoring, Custom Development, Oracle's E-Business Suite, Business Intelligence, and Licensing.

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