



Maintaining an Oracle JD Edwards Application in a Hosted Data Center

A Success Story: AARP

Because of a proven track record of success in data management, AARP selected Perot Systems, now part of Dell Services, to host and maintain their IT systems while providing application support.

The Challenge

In late 2000, AARP needed help supporting their JD Edwards applications, enhancing information security, and consolidating data management — including reliable disaster prevention and recovery services.

The Solution

AARP trusts Dell Services to manage and administer critical database functions in a secure environment while providing full system application support. Our team supports hardware, telecommunications, facilities and network infrastructure, as well as running the user help desk. We have leveraged our global sourcing and capability strengths to blend the best integrated services for AARP. Our highly experienced consulting and application solution teams both onshore and offshore put extensive ERP expertise with Oracle and JD Edwards to work for AARP on a daily basis. We maintain a suite of unique tools that monitor Oracle database trends, track hundreds of performance-related statistics, and minimize storage requirements. Ongoing projects are in place to integrate and streamline IT operations across the AARP enterprise. Our team upgrades application versions for the underlying operating system, the Oracle Database Management System, the JD Edwards suites, and the application interfaces.

The Results

Over the years, the Dell Services team enhanced application interfaces, and designed and implemented new solutions that significantly improve the user experience. Plus, to protect AARP's electronic records, the secure Dell IT data center in Plano, Texas provides a high level of security, integration, backup, and disaster recovery services. These enhancements include:

- Every SLA performance goal has been met with 99.99% uptime so service interruptions to AARP members are virtually non-existent.
- Several legacy programs have been retired to support standardization goals.
- Disaster recovery planning and testing are so thorough that other DC-based agencies are mirroring our process.
- New initiatives are underway to merge operating systems onto a UNIX platform while upgrading online access onto a faster and more reliable network.

"Our ever-growing membership relies on AARP to deliver the information and services they need. We rely on Perot Systems (Dell Services) as a trusted adviser to successfully meet our challenges and keep us ahead of the technology curve."

Matt Mitchell
CIO, AARP

Future Direction

AARP knows as Americans age, we are all concerned about healthcare choices and long-term financial security. AARP is stepping up to this challenge with an external campaign entitled: *Divided We Fail*. This visionary program is designed to rally individuals, policymakers, and business leaders into a cohesive team working on long-term solutions for affordable, quality healthcare and stronger financial strategies. To support the robust *Divided We Fail* plans, AARP is launching internal transformational change initiatives. Much of the technology groundwork put into place by Dell Services will help meet these goals by consolidating business processes and aligning the enterprise for faster response.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

About AARP

AARP is dedicated to enhancing quality of life for all as we age. They lead positive social change and deliver value to members through information, advocacy and service. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. AARP Foundation is an affiliated charity.