

## InfoCepts Successfully Upgrades Leading Energy Utility's Informatica PowerCenter with Zero Downtime



### Summary

We helped a leading energy company upgrade from Informatica PowerCenter 8.6 to 9.5.1, providing a better system for integrating, virtualizing, validating, and monitoring data, as well as managing metadata. Using the InfoCepts Informatica upgrade framework, the client experienced a smooth upgrade with zero downtime and full access to a robust features suite.

### Industry

Energy and Utilities

### Users

Informatica Developers, System Administrators, Support Engineers

### Technologies

Informatica PowerCenter  
8.6 / 9.5.1  
IBM Tivoli  
OS – Redhat Enterprise Linux

### Team Size

3 InfoCeptians, 5 customer associates

### → The Challenge

An energy company relied on a vast Informatica infrastructure to serve its customers and analyze data about its business. However, continued use of its current Informatica version 8.6 was riddled with problems:

- The infrastructure set-up was dated and lacked the configuration necessary to run ETL processing.
- The infrastructure environments were not uniform (e.g., configurations, operating systems, etc.).
- The domains and repositories were configured to use multiple licenses, adding unnecessary costs.
- Global support for version 8.6 was ending.

Despite issues with the current set-up of Informatica, upgrading to a newer version presented its own challenges. With an infrastructure comprised of 887 workflows and 4,061 mappings shared by different groups, an upgrade would be a major, disruptive undertaking, requiring a complete shutdown of the system.

### → The Solution

For assistance, the client turned to InfoCepts. We were able to execute the project using the InfoCepts Informatica upgrade framework, which is comprised of steps and checklists for pre-upgrade, upgrade, and post-upgrade to the recent versions of Informatica PowerCenter.

Understanding the high impact a complete shutdown would have on the client's customers and business, the team determined it was possible to perform the upgrade in parts. This strategy required a complete and thorough assessment of the system's existing code, followed by a defined upgrade path to resolve any issues found in the assessment.

**Assessment** – We started with an assessment of the existing code to identify dependencies between subject areas, which revealed several issues:

- Different OS versions between the master and worker nodes.
- Multiple domains requiring separate licenses.
- Uneven distribution of workflows across integration services and session-level properties.

With these issues identified and the assessment complete, we proposed a customized upgrade path.

**Upgrade Path** – The major elements included:

- Creating identical environments for development, testing, and production using the same OS version to eliminate duplication between master and worker nodes.
- Consolidating multiple domains to streamline operations and reduce costs while continuing to host multiple integration services.
- Consolidating connection names for deployment.
- Completing a general tune-up to address several performance issues and boost overall performance.

To minimize risks, we employed an iterative approach, gradually migrating all business areas successfully.

### → The Results

With thorough analysis, good planning, and a strong framework design for the upgrade and migration, we helped the client achieve an error-free, zero-downtime upgrade. Major highlights include:

- Enhanced performance of the ETL batches by 30%
- Increased number of nodes led to greater scalability
- Ability to track failures previously unnoticed
- Reduced number of licenses to save on licensing costs
- Standardized connection names across all environments to help smooth deployment activities