

# HSS Hire calls on Actian Services to upgrade to Ingres v10 and benefit from encryption functionality



## Business

- Tool and equipment hire and services

## Challenge

- HSS Hire had to upgrade to Ingres version 10 in order to benefit from encryption to make their website accept 100% secure credit card transactions, but did not have the internal resources to ensure a smooth transition

## Solution

- HSS Hire called on Actian Services to upgrade their Ingres database. The upgrade was performed over one weekend with the minimum of disruption to the business

## Outcomes

- Credit card payment encryption
- Seamless transition to Ingres v10

“We knew we had to upgrade to Ingres version 10 in order to benefit from encryption and make sure our online website offering was fully compliant. Actian Services were on hand to help us upgrade our database with minimum disruption and ensured a smooth transition to the new database platform.”

**Dennis Joseph**, computer services manager, HSS Hire

## About HSS Hire

HSS Hire (HSS) is one of the UK's leading suppliers of tool and equipment hire and services. HSS has been providing complete equipment management and hire services to large businesses, trade and DIY customers for almost 60 years. Over that time HSS has developed a nationwide network of over 265 supercentres and branches as well as a UK-wide logistical capability that ensures access to the right tools and equipment at the right time, wherever customers are in the country.

## Challenge

For some years the entire inventory of HSS tools and equipment has been tracked and maintained on a central Ingres database. Accounts, invoicing, availability, delivery and collection points are also all managed by Ingres. The advent of the internet and online trading led to HSS developing their online presence at HSSlivehire.com with HSS account customers able to view their invoices and transactions online and also view up-to-the-minute current equipment availability. However, HSSlivehire.com placed greater demands on the workload of the Ingres database and the company's online presence mandated that the database could cope with 100% secure credit card transactions. To that end, HSS sought to upgrade the database to Ingres v10, the version of the enterprise-class database that offers support for encryption.

To support their internal teams with both the upgrade and transition to Ingres v10, HSS sought help from Actian Services, a dedicated team of database professionals who work with companies to get the most from their Ingres installations.



## Solution

Action Services helped HSS to upgrade their Ingres database to version 10. Over a period of just one weekend, the team worked with HSS to understand their application, upgrade the software, benchmark the new platform and ensure that version 10 was fully compatible with their internal procedures. Key to this was ensuring that the upgrade did not impact the performance of their applications.

## Why Ingres v10?

The upgrade to Ingres v10 database provided HSS with the ability to encrypt just the data that they needed to encrypt, in this instance their customer credit card data, thereby minimizing any impact on system performance.

The ability to encrypt sensitive data was introduced with Ingres v10 in recognition of the increasing importance of secure online transactions and guaranteeing personal data protection.

Other benefits of using Ingres v10 include:

- Multi-Version Concurrency Control provides concurrent access to the database or a “snapshot” version for each user to work with, so that queries never block other users, and updates block only when changing the same row.
- New SQL types, functions and compatibility features ease migrations of existing applications from other databases to Ingres v10.
- A community-based Migration Toolkit hosted on Sourceforge can assist customers in migrating to Ingres v10 from Oracle’s Enterprise and MySQL databases.

## Why Actian Services?

Tough economic times call for a new approach to software development and demand that organizations find better, faster and more affordable ways to deliver new applications. HSS Hire sought to maximize solution delivery without incurring expensive internal costs.

Action Services offered a valuable offering to HSS Hire, underpinned by the following values:

- Open and honest approach to business problems – Action Services has a range of products, services and technical skills that helps to address many business problems through technical solutions. As a result, Action Services worked with HSS Hire to build on a no-nonsense and professional approach to their problem.
- Reduced costs – Action Services’ approach has helped HSS to maximize its return from investments previously made in software and hardware.
- The need for flexibility – Action Services develops and supports business-critical enterprise-grade software solutions but also deals with the smaller technical issues – this has allowed HSS to benefit from greater flexibility.



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