




## U.S. Coast Guard Finance Center

The United States Coast Guard (USCG) is a military, multi-mission, maritime service, and one of the nation's five Armed Services. Its mission is to protect the public, the environment, and U.S. economic interests – in the nation's ports and waterways, along the coast, on international waters, or in any maritime region as required to support national security.

Commissioned on August 4, 1989, the USCG Finance Center employs innovative and leading edge processes to provide all of the financial services required by the USCG. In providing financial services for the entire USCG, the USCG Finance Center relies on its IT infrastructure that includes multiple Oracle databases supporting critical operations such as procurement and bill processing.

### USCG Finance Center Challenges

- Maintain up-to-date documentation on its critical Oracle financial databases
- Understand how databases are configured for rapid disaster recovery purposes
- Reduce troubleshooting times to maximize database availability

### The Ecora Solution

- Easy to deploy and use, Ecora Auditor Professional™ automates configuration data collection to a centralized configuration management database to generate hundreds of out-of-the-box reports to meet customers' specific needs

### USCG Finance Center Benefits with Ecora

- Reducing the time and costs of constantly updating configuration documentation of its financial databases
- Providing up-to-date disaster recovery information
- Maximizing database availability by reducing time to troubleshoot problems
- Delivering reports to help meet audit requirements

*“Ecora does a phenomenal job. Basically, with the push of a button, we collect the information on our databases and produce the reports we need on a continual basis. I can't put into words the time savings that Ecora provides us with.”*

**—Chuck Lewis**  
Senior DBA  
USCG Finance Center

Operating as part of the Department of Homeland Security, the U.S. Coast Guard (USCG) serves as the nation's front-line agency for enforcing the laws at sea, protecting coastlines and ports, and saving lives. To support the financial operations of the USCG from procurement to bill processing, the USCG Finance Center (FINCEN) employs innovative and leading edge processes to deliver consistent, rapid financial management, and accounting operations.

The most critical component of the USCG FINCEN's operation is its Oracle databases that support the bill processing workflow and core accounting functions. Chuck Lewis, senior database analyst (DBA) for the USCG FINCEN, needed a way to maintain up-to-date configuration documentation on these databases for disaster recovery purposes, reducing the time to troubleshoot problems, and meeting a myriad of internal and external audits.

“Availability of our Oracle databases is essential to the operations of this department and the USCG as a whole,” said Lewis. “As a result, we need to ensure constant availability and provide a means to rapidly recover them if something were to happen to them. Documenting these databases is a must and Ecora really helps us by automating the process.”

Before implementing Ecora's Auditor Pro, the USCG FINCEN did not have the time or resources to manually document its Oracle databases. Without the necessary documentation, the USCG FINCEN was seriously at risk if it needed to fully recover its Oracle databases. Lewis is now able to maintain up-to-date information at all times with Ecora.

"Ecora does a phenomenal job. Basically, with the push of a button, we collect the information on our databases and produce the reports we need on a continual basis," added Lewis. "I can't put into words the time savings that Ecora provides us with. We would never be able to manually do this."

The USCG FINCEN is constantly being audited by a number of entities. Lewis uses Ecora to generate the reports to validate that the documentation of the Oracle databases is up-to-date and meets the requirements for disaster recovery. "Ecora helps us prove to auditors that we're prepared," said Lewis. "From reducing the time to troubleshoot problems to the information we need to quickly recover our databases, Ecora is extremely valuable."

### Superb Service and Support

According to Lewis, it's not just Ecora's products that stand out in what they do. The company's service and support group really shines. "Ecora's service and support has always been great," discussed Lewis. "No matter how large or small of a request I may have, Ecora's people make it their priority and quickly deliver. Other companies should look to Ecora as a model for how they should service and support their customers."

### For More Information

To learn how Ecora's automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail [sales@ecora.com](mailto:sales@ecora.com), or visit the web at [www.ecora.com](http://www.ecora.com).

#### BASICS AT A GLANCE

##### COMPANY

U.S. Coast Guard Finance

##### INDUSTRY SECTOR

Federal Government

##### ECORA SOLUTION

Ecora Auditor Professional

##### WEB SITE

[www.fincen.uscg.mil](http://www.fincen.uscg.mil)

#### About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company's flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at [www.ecora.com](http://www.ecora.com).