

# Case Study: Enabling Secure SQL Self Service at Scale - Global management consulting firm

## Client Overview

A multinational organization operating critical business functions on Oracle E-Business Suite (EBS) and Oracle Databases. The enterprise needed a way to provide data access to business analysts, developers, and support engineers without violating production database security protocols.

## Business Challenge

In highly regulated enterprise environments, direct access to production databases is strictly limited. As a result, internal users were required to raise tickets to the DBA team for executing even basic SQL queries creating a number of operational bottlenecks:

- **Overloaded DBA Teams:** High ticket volume consumed significant DBA time.
- **Delays in Execution:** Manual workflows introduced delays in data retrieval.
- **Lack of Governance:** No centralized audit trail or version control for SQL scripts.
- **End-User Frustration:** Repetitive processes and slow turnaround impacted productivity.

The client sought a solution that would balance security, user autonomy, and auditability without breaching internal compliance frameworks.

## Consulting Approach and Solution

We implemented **CTS3 – Controlled SQL Execution Platform**, a purpose-built solution tailored for Oracle environments. CTS3 empowers users to execute SQL scripts in a **controlled, audit-able, and workflow- driven** manner.

Key components of the solution included

- **Role-Based Access Control:** Segregated responsibilities across Requesters, Approvers, and Admins.
- **Flexible Approval Mechanisms:** Script approvals via web UI or directly through email.
- **Active Directory (AD) Integration:** Enabled seamless single sign-on and enterprise policy enforcement.
- **Environment Targeting:** Ensured that only whitelisted servers could be queried.
- **Secure Execution and Logging:** Full visibility into submission, approval, execution, and results.
- **Subset Querying:** Supported WHERE clause filtering to limit data exposure in compliance-sensitive environments.

# Quantifiable Impact

| Metric                           | Improvement             |
|----------------------------------|-------------------------|
| DBA Ticket Volume                | 80% reduction           |
| Turnaround Time for Data Access  | 50% faster              |
| Traceability and Audit Readiness | Fully implemented       |
| End-User Satisfaction            | Significantly increased |



## Strategic Value Delivered

- **Operational Efficiency:** DBA workload dramatically reduced, freeing resources for strategic initiatives.
- **Improved Governance:** Built-in auditing, version control, and logging ensured data access was traceable and compliant.
- **Faster Decision Making:** Users gained quicker access to the data they needed without compromising data security.
- **Scalable Foundation:** Designed to support enterprise-wide adoption and future enhancements.

## Conclusion

The deployment of CTS3 transformed the client’s SQL access process from a reactive, ticket-driven workflow to a proactive, governed, and self-service model. This shift delivered measurable gains in operational agility and compliance—while maintaining strict control over sensitive data environments.



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