

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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info@clonetab.com

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