ACTIVE MONITORING ENSURES SYSTEM AVAILABILITY NATIONWIDE

Background:

As one of the nation's largest retailers, the customer's business-critical systems spanned hundreds of stores located in nearly every US state. The company standardized its in-store systems on a SQL Server platform. Continuous availability of these systems was critical to processing sales transactions. But system crashes were occurring regularly and without warning.

Unexpected downtime was slowing in-store operations, thus reducing sales, and causing the customer's IT staff to operate in a perpetual mode of "fire fighting" to resolve system outages.

Challenges:

In today's retail industry, sales processing demands nonstop system availability. Each second of unexpected downtime results in lost revenue. The customer's executive management team planned to quickly implement a data infrastructure monitoring and management strategy to ensure continuous system uptime for all stores. But due to time and budgetary constraints, growing the solution and support internally was not an option. That would have meant buying, installing and supporting new infrastructure monitoring technology, plus hiring and training additional personnel to manage the environment. The company required a viable alternative that produced fast time-to-value.

Data Intensity Solution:

Data Intensity's implemented its Continuous Service Assurance (CSA) solution with its ONguard IM® platform to proactively support the customer's in-store database systems on a 24x365 basis. With dbaDIRECT, the customer gained proactive data infrastructure management (Data IM) for SQL Server. dbaDIRECT's integration of focused expertise, advanced technology and embedded best practices in a rich automation platform ensured nonstop availability and peak performance of the environment. The customer's executive team was also able to leverage dbaDIRECT's web-based status reports to keep a watchful eye on each store's critical systems in real-time.

Industry:

Fortune 500 Retailer

Customer Benefits

- 24X365 Data IM services ensure in-store system availability and continuous operations
- The customer saved the costs of buying, installing and supporting new infrastructure monitoring technology, plus the expense of hiring additional in-house staff
- Real-time reporting boosts operational intelligence and service assurance

Manage the Business

- The company met system availability requirements without investing resources in new monitoring technology and additional staff. The customer could then redirect in-house resources to other important vision-driven initiatives

About Data Intensity

Data Intensity is the leading independent provider of managed and cloud consulting services for enterprise databases and engineering systems, applications, business intelligence solutions and analytics. The company combines best-of-category technology, world-class services, a flexible business model, and deep-rooted expertise gained from hundreds of successful deployments. Our mission is to cost-effectively support the full scope of a customer's enterprise data lifecycle. Contact us for more information. Copyright © 2017 Data Intensity, LLC. All Rights Reserved.

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