DATA **INTENSITY**
Making Data **Manageable** | Making Data **Actionable**

COMPANY BOOSTS AVAILABILITYAND RELIABILITY . . . WHILE CUTTING COSTS IN HALF

Industry:
Fortune 500 Utility Customer

Customer Benefits
- Database support costs cut in half
- 24x365 availability of mission critical systems
- Recruiting efficiency gained by eliminating the revolving door of hiring, training and retraining internal specialists for non-strategic work

Manage the Business
- The customer gained newfound freedom to redirect in-house resources to strategic data initiatives

Background:

The customer's data infrastructure consisted of a combination of SQL Server and Oracle databases supporting its energy trading operations conducted 24x365. The availability and reliability of these systems were critical to the business – downtime was not an option. The in-house IT staff was strained trying to balance the everyday maintenance activities required to keep the environment running and new development activities.

Challenges:

The customer did not want to invest the time or money to conduct an extensive search to hire additional full-time employees for data infrastructure support. They were looking for a cost-effective and proactive data infrastructure management (Data IM) solution that could be implemented quickly. Data IM expertise in Oracle and SQL Server was needed to keep the production environment stable in order to deploy internal staff to strategic projects.

Data Intensity Solution:

The customer gained fast access to the Data IM expertise and nonstop coverage it needed with dbaDIRECT's ONguard IM® services. dbaDIRECT brought an entire team of senior IT professionals to the table with the ability to proactively monitor and manage the environment 24x365. With dbaDIRECT, the customer cut its per-server database support costs in half. And dbaDIRECT's 15-minute response time enabled the customer to ensure nonstop availability and peak performance around the clock while dedicating its internal sta toward high-value business projects. The four-year relationship culminated in the customer naming dbaDIRECT a strategic vendor and using dbaDIRECT to support its entire enterprise production environment.