

CASE STUDY

A global information technology leader optimizes data warehouse environment

Improves application performance and scalability

Boosts BI and ETL process performance by 40% and increases application availability to 99.5%

About the client

The client is a leading global information technology company offering sales and service-oriented software solutions spanning big data and predictive analytics, virtual agents, and real-time decision making. It has been recognized by Forbes as one of America's Most Promising Companies in 2013.

Goals

OPTIMIZING IT ENVIRONMENT TO ENHANCE BUSINESS SCALABILITY

The client's business was growing year-on-year at nearly 15%, placing high demands on its IT infrastructure. However, the IT environment was unable to scale at the same pace, leading to performance degradations and frequent downtime of critical customer-facing applications. These issues resulted in inconsistent customer experience, thereby restricting the client's ability to maximize business opportunities as well as impacting its bottom line and brand image.

The client decided to optimize the data warehouse environment to improve scalability and efficiency to meet growing business demands effectively.

Microland

DELIVERING LEADING-EDGE PERFORMANCE OPTIMIZATION CONSULTING

Microland emerged as the ideal partner given its extensive industry-agnostic experience in IT advisory and consulting services coupled with deep domain expertise. As a strategic Microsoft professional services partner, we have helped global organizations analyze and identify effective solutions for their Microsoft environments. Our dedicated database center of excellence (CoE) carefully nurtures various customer facing programs and innovations, while our standardized and holistic database and application performance evaluation and optimization model drives unique business value.

Technology Landscape

- Support multiple SQL Server instances and corresponding Windows Servers
- Handle client data for its entire US operation
- Analyze key business-impacting applications, including BI and ETL processes

The details of our approach are highlighted in Figure 1.

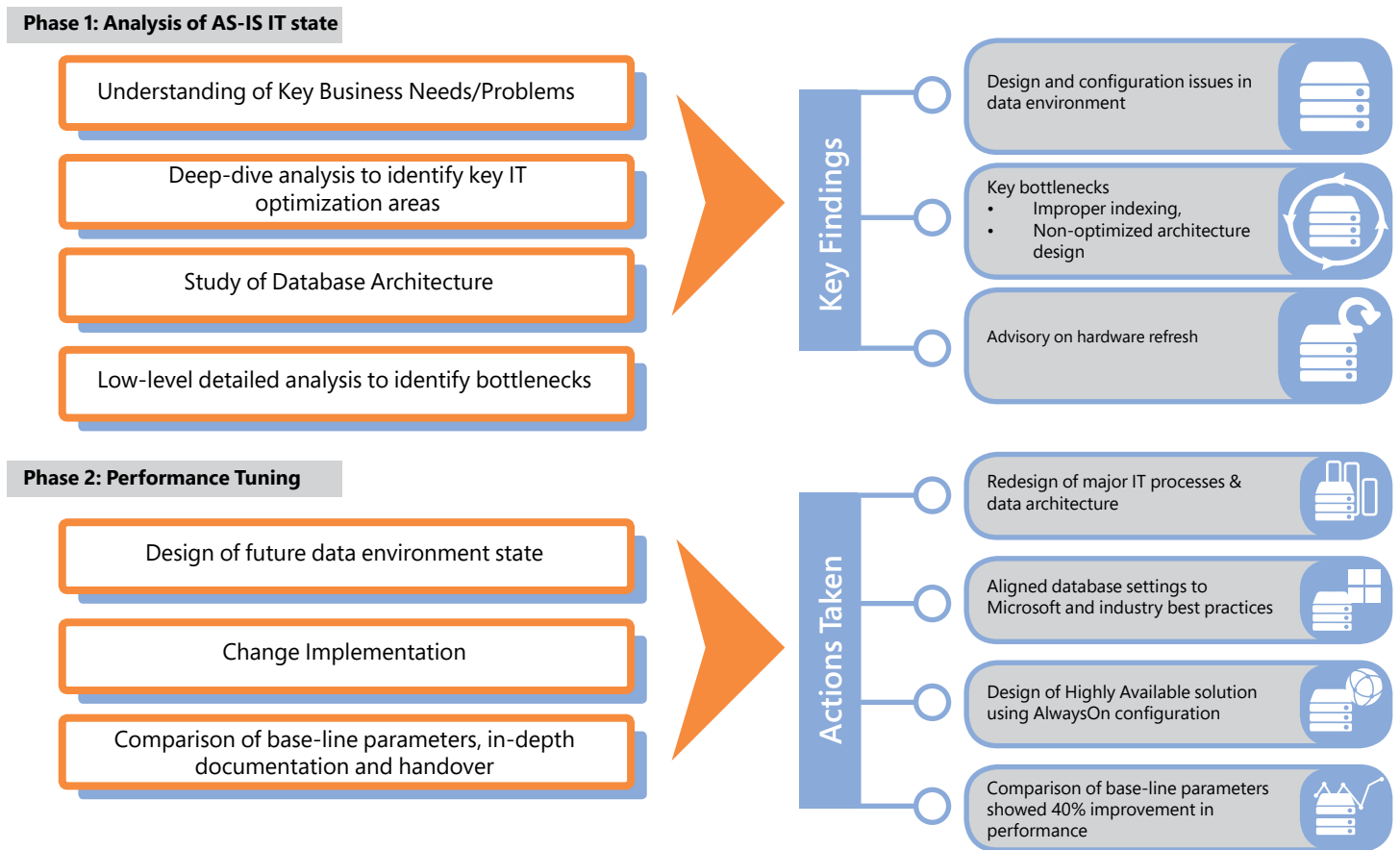


Figure 1: Microland's phased database optimization approach

Outcomes
POWERING RAPID DATABASE OPTIMIZATION AND APPLICATION AVAILABILITY

Microland helped assess and fine tune the client's database environment for optimal efficiency and scalability. Our methodical approach combined with niche tools and industry best practices transformed the entire database ecosystem in just 40 business days. In addition, the client realized the following benefits:



Increased application availability to nearly 99.5% through implementation of AlwaysOn feature



Improved performances of BI and ETL processes by approximately 40% by segregating the ETL, BI and backup processes

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.