

CUSTOMER SUCCESS STORY

Microsoft SQL Database Management for a Leading Travel Retailer of Europe

ABOUT THE CLIENT

The client is a global travel retailer operating around 1,700 duty-free and duty-paid shops in airports, cruise lines, seaports, railway stations and central tourist areas. It operates in over 65 countries worldwide.

Business Challenge

The client's customer-related application(s) used in over 20 countries showed deteriorating performance due to a lack of database management mechanisms. Database and data files were not correctly distributed to the drives to reduce disk redundancy. The existing maintenance routine of a big database with 10+ Terabytes size was not sufficient; thus, the applications suffered regularly from I/O bottleneck, disk and high CPU issues.

Business Need

Business need for a revamped database management system was apparent. The new system which replaces the current mechanisms should provide:

- **Performance:** Proper data management mechanisms and orderly distribution of data files will reduce redundancies and make the system faster.
- **Visibility:** Gain real-time visibility into the performance and availability of all MSSQL databases.
- **Cost and Quality:** Need to manage vast and growing database infrastructure while controlling cost & quality.
- **Maintenance:** Resolve the application and database issues causing redundancy. Pro-active database health reporting to prepare for disaster management activities.

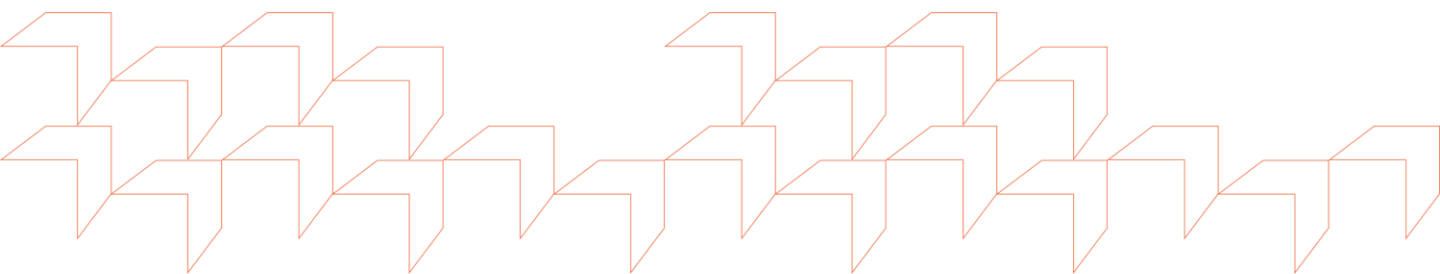


Solution

IGT helped the customer to scale their data operations by providing managed services desk (Database Administration (L1-L3 Level) which comprised database experts having proven experience in server health check up, backup and restore, database migration & up gradation, database performance optimization, and database maintenance and monitoring.

IGT provided the following resolutions against the various problems faced by the client:

- Proactive remote maintenance, performance tuning and monitoring for enterprise-level database servers with dedicated in-house specialist.
- MSSQL query tuning and optimization and enterprise monitor implemented for real-time alerts on disk, CPU, memory, backup, log growth, health check, audit, replication etc.
- Worked closely with the client delivery team to understand request, fulfillment, problem management, incident management, monitoring, and maintenance of all MSSQL servers databases.
- PowerShell ,Shell and T-SQL Scripting for pro-active monitoring and alerts.
- IGT's database team managed over 250 jobs across 200+ MSSQL servers.



Benefits

- **95%** reduction in downtime of database servers of live applications and group applications
- **90%** improvement in application response time of the applications querying the databases.
- Significant reduction in total cost of ownership with automation of maintenance and monitoring.
- Improved user experience and enhanced database performance level.

Statistics

220+ DB Servers	2550+ Databases	10 Billion+ Queries/month	1 Billion+ Agents	40 TB+ Database size
---------------------------	---------------------------	-------------------------------------	-----------------------------	--------------------------------

Tools & Technologies



servicenow



Nagios

