

streamlining a CONSOLIDATED IBM DB2 ENTERPRISE data warehouse

the COMPANY

This diversified financial services company had grown its brokerage business through two recent acquisitions. As a result of the mergers, the company's IT organization had to consolidate a variety of systems and applications within a short period of time. Their newly consolidated enterprise data warehouse, operating on the IBM DB2 platform, was now supporting a range of functions in the company. Because they are responsible for revenue generation, the brokers are one of the most critical groups using the data warehouse. They access the data warehouse to review customer portfolios, analyze trading activity, and research customer inquiries, among other things.

the CHALLENGE

Slow Performance Impeded Customer Service and Business Productivity

The new data warehouse was not meeting the performance expectations of the brokers and other groups in the company. Brokers were complaining that they were not able to meet their customers' service demands. The IT department needed to understand how the newly consolidated system was actually being used and identify where and why performance bottlenecks were occurring. Although the data warehouse support staff was using database monitors, these system level tools did not provide them the visibility of the individual user and application level activity and its impact on database use and performance. They needed to better understand what was going on with the end user community.

the teleran SOLUTION

The data warehouse IT management, already familiar with Teleran's Application Management Solution through its use in another division, decided to engage Teleran Services to conduct an assessment of their data warehouse with Teleran's usage tracking and analysis software. The objective was to rapidly profile business user activity and identify and address the data warehouse issues as quickly as possible. Teleran analysts, after tracking and analyzing usage for one week, identified these key issues:

- Although 98% of the transactions were well performing, it was the remaining 2% which degraded performance
- There were 62 different applications and data access tools in use, many of them very inefficient and unauthorized
- Business people were using Microsoft Excel and Access to create rogue datamarts, wasting resources and violating compliance policies
- Prevented inappropriate and resource wasting queries
- Database errors were occurring "below the radar" which were causing critical application errors and jeopardizing customer relationships
- Huge, wasteful queries were being run during prime time, reducing the performance of the entire system

After these assessment findings were presented the company quickly deployed Teleran's tracking and user management solution in production. They needed to further understand and address these kinds of issues and manage the performance of the data warehouse going forward.

the teleran BENEFIT

- Improved query performance by 20-30%
- Reduced cost of operations by 10%
- Decreased support cost and effort by reducing number of applications in use
- Prevented compliance violating business user activities
- Met ongoing broker performance and customer service requirements



SUMMARY

Teleran's Application Management Solution enabled this organization to quickly understand and address the query performance and customer service issues they were facing after a large organization merger and data warehouse consolidation. By taking advantage of Teleran's Assessment service offering they were able to immediately identify and correct the most significant performance and service issues. With those results in hand, they were then able to justify the purchase and deployment of the Teleran Solution for ongoing comprehensive tracking and performance management.