Performance Assessment Streamlines Consolidated Enterprise Data Warehouse

BENEFITS DELIVERED

Ensured ongoing application performance and customer service levels

Provided visibility into user, application, and data usage

Accelerated performance issue diagnosis and remediation

Pinpointed unauthorized user behaviors that drove up costs and violated compliance policies

Reduced data management costs by 10%

The Challenge

This diversified financial services company had grown its brokerage business through two recent acquisitions. As a result of these mergers, the company's IT organization had to consolidate a variety of systems and applications within a short period of time. One of those systems was an enterprise data warehouse created by merging three disparate database systems and their associated applications.

The newly consolidated data warehouse was now supporting brokerage sales, marketing and finance functions in the company. Because brokers are responsible for revenue generation, they were one of the most critical groups using the data warehouse. They access the data warehouse to review customer portfolios, prepare sales proposals, analyze trading activity, and research customer inquiries, among other things.

The IT department soon discovered that the newly consolidated data warehouse environment was not meeting the performance expectations of the brokers and other groups in the company. In particular, 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 into 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 business user community.

The Solution

IT management, already familiar with Teleran's Visibility and Performance Solution through its use in another division, decided to engage Teleran to conduct an assessment of their data warehouse with Teleran's Solution. The objective was to rapidly profile business user and application 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 governance and compliance policies
- Database errors were occurring "below the radar" that were causing critical application errors and jeopardizing customer relationships
- Very large and wasteful queries were being run during prime time, reducing the performance of the entire system.

Key Benefits Delivered

Teleran's Visibility and Performance Assessment service enabled this organization to quickly understand and address the most significant query performance and customer service issues. With those results in hand, the IT organization was then able to justify the purchase and deployment of the Teleran Solution for ongoing visibility and performance management. In the first 6 months of deployment the Teleran Solution enabled the organization to achieve these results:

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

For more information on Teleran's Visibility and Performance Solution visit www.teleran.com or call +1.973.439.1820.