Optimizing Oracle Cloud Data Warehouse Business Use and Value

BENEFITS DELIVERED

Ensured affinity card customers performance and service levels

Minimized Oracle Cloud consumption costs

Improved query response time

Accelerated user problem identification and resolution

Query control policies prevented resource wasting, inappropriate user queries

The Challenge

The commercial finance division of a diversified financial services company developed an enterprise data warehouse deployed in the Oracle Cloud to serve their sales, marketing, risk, accounting and other departments within their affinity credit card business unit. The system rapidly grew into a mission-critical application supporting both internal groups and external customers, affinity credit card issuers, who receive analyses from the data warehouse as part of their service contract.

Company business analysts ran increasingly large and complex queries against the data warehouse. These queries degraded performance and wasted cloud resources, impeding customer service and lowering business productivity. The warehouse data refresh processes were also suffering from performance problems that reduced availability for all users. Given these problems, the company decided to assess the overall data warehouse usage. However, the company had little visibility into actual user query behavior or its impact on system performance and resource consumption. The company also had no means of controlling inefficient or inappropriate query behavior, which they suspected was occurring.

The Solution

Teleran's Visibility and Optimization Solution was deployed to provide visibility on data warehouse usage and to enable the company to apply the appropriate system adjustments, deploy user management controls, and to project system capacity growth requirements to improve performance and cloud resource consumption efficiency. With Teleran's solution the company:

- Continuously tracked user, application and database activity to identify usage patterns that degraded database throughput and query performance
- Pinpointed inappropriate, wasteful user behavior that reduced efficiency and performance
- Analyzed data usage patterns to highlight database model improvements that would increase query performance
- Prevented inappropriate and resource wasting queries

- Guided application users with real-time messages to be more efficient using the shared resource
- Stopped user queries that were slowing up the data refresh processes

Key Benefits Delivered

Teleran's solution provided the facts to enable this company to quickly identify problem users and reports that negatively impacted query performance, user productivity and customer service. It allowed the company to isolate performance issues and take corrective action including application and database tuning, and deploying real-time user control policies. The control policies prevented performance degrading user behavior and guided users to interact more efficiently and responsibly with the data warehouse.

- Increased average query response time
- Minimized wasteful user queries and reduced Oracle Cloud resource costs
- Improved affinity card customer response time and service levels

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