



DATABASE MANAGEMENT Improving Service Levels at Lower Cost

INDUSTRY

Apparel

CHALLENGES

- Expand database management to off-hours (evenings and weekends)
- Reduce database administration costs
- Update legacy infrastructure

CSS SOLUTION

- Remote monitoring and management of client's database, hardware, and OS, adhering to ITIL best practices
- Innovative cross-functional CSS team includes monitoring and full DBA staff
- Upgraded client legacy infrastructure

RESULTS

- Expanded coverage to 24x7 with rapid response times
- Developed open-source monitoring tool to improve cross-functional monitoring, save costs
- Reduced DBA costs to half of previous level

A leading global apparel company was struggling to provide adequate management for the enterprise resource planning (ERP) system's database, with a single database administrator (DBA) covering Monday through Friday working hours. Database issues on evenings or weekends did not get addressed in real time and had an impact during critical business hours. Looking both to expand coverage and reduce costs, in April 2008 the client switched to an outsourced database management model provided by CSS.

CROSS-FUNCTIONAL VIRTUAL DATABASE ADMINISTRATOR TEAM

CSS provides remote database monitoring and administration using a cross-functional, shared services model. Tier 1 engineers perform round-the-clock monitoring for system alerts, and a team of senior DBAs provide 24x7 management coverage. Being responsible for several clients, this virtual team is able to cross-pollinate best practices while providing services extremely cost-effectively.

The team monitors events at the database, operating system, and hardware levels. Detected errors are escalated to the CSS DBA who performs remote troubleshooting and issue resolution. Issues that require hands-on support are escalated to on-site staff. The DBA team performs remote management tasks including software installation and replication, system configuration, failover/reboot/restart, backups, patch management, database tuning, and volume and disk management. The team works directly with Sybase on support or troubleshooting issues. All services adhere to ITIL practices.

CSS DRIVES UPDATED DATABASE INFRASTRUCTURE

When CSS began providing services, the client had a legacy infrastructure with data on production servers that had been running for years without proper maintenance. A prior incident had taken one server out of commission, and for more than a month the client relied on a single production server with no backup. As part of its Operations Optimization philosophy CSS urged the client to update its infrastructure, helped develop the server architecture, and worked with the client and Sybase to implement it.

	Before	After
Database support coverage	M-F 8-8 EST	24x7x365
Average database issue response time	24 hours	15 minutes
Database environment	Legacy environment with data spread among 6 servers (2 production + 4 staging/test)	1 production server plus 1 backup DR server, optimized after sizing consultation with CSS
Database system uptime	Frequent downtime during off-business hours	99.9% uptime
Proactive database monitoring	None	Ongoing monitoring using predefined checklist
Proactive OS/hardware monitoring	None	Ongoing monitoring using predefined automated scripts

BUILDING AN INTEGRATED MONITORING AND MANAGEMENT TOOL

The client used separate proprietary tools to monitor the database and the OS. In another example of Operations Optimization, CSS worked with the client to build an open source-based tool to perform integrated monitoring of the database, OS, network, and underlying hardware. This integrated monitoring environment not only catches issues that the individual tools would miss, but also provides savings compared to their support costs.

The net result is improved database monitoring and management compared to previous service levels, expanded coverage hours to 24x7, and significantly improved database architecture and monitoring tools. And as an outsourced service, CSS costs the client about half of its previous in-house DBA staff.

EXPANDING THE FRONTIERS OF IT EFFICIENCY

Cybernet – SlashSupport (CSS) is a premier global provider of IT operations services including application support, performance engineering, QA/testing, and sales & customer support. With over 3,900 employees spread over nine global service delivery centers and 70+ referenceable customers, CSS consistently provides the highest level of IT operations service quality.

CSS' Infrastructure Management division provides outsourced technology operations management on behalf of Global 2000 enterprises and leading service providers. Using a combination of sophisticated management systems, process expertise, and skilled technical staff, we help our clients improve IT service quality, maintain regulatory compliance, reduce operational expenses, increase revenue and realize competitive advantage.

INFRASTRUCTURE MANAGEMENT OFFERINGS

Our Infrastructure Management services include:

- **Infrastructure Management**
- **Desktop Management Services**
- **IT Helpdesk and Service Desk**
- **Messaging Services**
- **Business Analytics/BI**
- **Performance Testing & Virtualization**

WHY CSS

- **Flexible delivery models:** on-site, near-shore, and off-shore capabilities let us tailor offerings to fit clients' specific needs and budget profile
- **Operations Optimization:** we help customers rationalize and optimize their infrastructure by applying innovative new approaches to help them reduce costs, improve service levels, and realize competitive advantage
- **Team members:** our dedicated professionals are highly motivated by our culture of innovation and **100% referenceability**, and more than 40% of our engineers have industry certifications
- **Engagement methodology:** industry best practices including the ITIL® Service Management framework create a consistent set of service management processes
- **Processes and tools:** we employ a best-of-breed combination of open-source, custom-developed/home-grown tools and commercial off-the-shelf tools and software

CONTACT US

To learn more or discuss how we can help you, contact sales.css@csscorp.com or visit www.csscorp.com



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