



Páginas Amarillas Leverages Quest Performance Analysis for Oracle to Improve Customer Experience, Boost Productivity and Cut Costs

Páginas Amarillas offers the largest classified directory of companies, professionals, products and services in Spain and Latin America. It has thousands of customers who demand information that's available at all times; therefore, a powerful, high-functioning database is critical to the company's success and Páginas Amarillas uses Oracle products to drive its operation. To ensure its systems do not fail, the company continuously monitors and improves its IT infrastructure.

The Challenge

To ensure superb service, increase staff productivity and minimize costs, Páginas Amarillas sought a technology solution that would boost the availability and performance of its Oracle products, including those used for ERP control and online delivery. The solution also needed a highly reliable way to identify database performance issues more quickly and allow application managers to adapt rapidly to ever-changing user demands. To achieve these goals, Páginas Amarillas was searching for a real-time monitoring tool that offered integrated analysis of performance issues over their various platforms and software applications.

The Quest Solution

Quest Performance Analysis for Oracle offered the comprehensive solution to satisfy the business requirements of Páginas Amarillas. This unparalleled solution monitored, diagnosed and tuned Oracle database and application workloads to optimize performance levels. It also made Oracle performance management much easier and more efficient for database administrators (DBAs) by providing both current and historical analyses to detect issues, and determine proper action plans. This helped the company avoid costly production slowdowns while improving overall application responsiveness.

Other benefits that Performance Analysis delivered Páginas Amarillas:

- Provided at-a-glance root cause analysis through a performance management digital dashboard
- Exposed bottlenecks, anomalies and application trends rapidly through sophisticated historical analysis
- Consolidated all mission-critical performance data in highly customizable reports
- Provided easy and intelligent alerts to enhance and accelerate the diagnostic process

The Bottom Line

Quest Performance Analysis for Oracle allowed Páginas Amarillas to strengthen its systems environment and increase operational efficiency. The result was a more positive customer experience, greater productivity and reduced expenses for significant business value.

"Our main objective was to reduce the time required to identify performance issues, increasing the efficiency, performance and availability of database services in the company," said Iván Rozas, DBA Team Leader for Páginas Amarillas. "Quest Performance Analysis for Oracle helped us achieve those goals."

About Páginas Amarillas

TPI-Páginas Amarillas (www.tpi.es) is an international group focused on the publication and distribution of directories, guides and magazines, in print as well as through Internet, telephone information and other informational supports. TPI directories lead in each region in which they are distributed. The Páginas Amarillas website (www.paginasamarillas.es) has seen a significant increase in traffic according to the EGM survey.

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DBA Team Leader
Páginas Amarillas

PáginasAmarillas



Overview

Headquarters

Spain

Services

Publication and distribution of directories, guides and magazines in a variety of formats

Critical Needs

A solution to improve monitoring and analysis of a complex technological infrastructure for avoiding production slowdowns and improved end user service

Solution

Quest Performance Analysis for Oracle

Results

- Improved customer experience through faster response times and lower transaction costs
- Identified and resolved production performance problems resulting in increased efficiency and decreased administration expenses
- Provided a clear understanding of performance dynamics through executive level reporting
- Detailed action plans provided management with improving application performance
- Delivered responsive, thorough technical support



About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.