

## Enabling high availability with worry-free support

CommitDBA® proves its commitment to customers by deploying Foglight® for Databases to deliver superior performance



“Without Foglight, we wouldn’t be able to meet our SLAs at all. With Foglight, we meet well over 99.5% of our SLAs.”

*Bailey Glenn, Foglight Administrator, CommitDBA*

### CUSTOMER PROFILE



<b>Company</b>	CommitDBA
<b>Industry</b>	IT Managed Service Provider
<b>Country</b>	United States
<b>Employees</b>	40-50
<b>Website</b>	<a href="http://www.commitdba.com">www.commitdba.com</a>

### BUSINESS NEED

To continue providing best-in-class service in an evolving, demanding database environment, CommitDBA needed a better database monitoring tool.

### SOLUTION

CommitDBA turned to the trusted, comprehensive database monitoring and automated diagnostics from Foglight® for Databases to improve its performance for current customers, and appeal to potential clients.

### BENEFITS

- Enabled 24/7 data access
- Achieved near-perfect SLA compliance
- Added critical redundancies
- Improved cost-efficiency
- Simplified pricing
- Promoted superior, worry-free support

### SOLUTIONS AT A GLANCE

- Foglight for Cross-Platform Databases
- Foglight Performance Investigator
- Foglight for Virtualization

CommitDBA® provides best-in-class database development, monitoring and management to clients in the United States, Canada and Europe. It's a division of the Ross Group, which was founded in 1994 and offers diversified software products and IT services.

CommitDBA supports clients in a variety of industries, including manufacturing, healthcare, travel and more. The company targets organizations using a primary enterprise database platform or server – usually mid-sized businesses with annual revenues of less than \$1 billion. CommitDBA helps customers meet ever-evolving and increasingly complex industry environments. Their clients often seek to outsource their DBA support instead of expanding their staffing and purchasing expensive monitoring tools.

**24/7 DATABASE AVAILABILITY:  
A REQUIREMENT FOR TODAY'S  
BUSINESS WORLD**

Enterprise databases now must be available around the clock. This means that database management tools must have the ability to generate alerts when problems arise in real time. They must provide a deep-dive level of detail necessary to quickly identify issues so the DBA can ensure high availability and performance. CommitDBA was using a product that lacked these critical requirements.

Due to these shortcomings, CommitDBA considered replacing its database management tool. However, any new product would need to meet stringent standards and best-of-breed requirements. Fortunately, several of their DBAs previously had positive experiences working with Foglight® for Databases. Additionally, Foglight offered the deep-dive capabilities and customizable alerts necessary, along with an ideal test environment for CommitDBA.

Quest also provided a managed service offering – something its competitors lacked – which allowed CommitDBA to integrate Foglight in a seamless, cost-efficient manner. Plus, since Foglight works with all database platforms, it's easy for companies like CommitDBA to quickly

implement, become product experts and take advantage of Foglight's scalability.

**CONTINUOUS DATA ACCESS AND  
WORRY-FREE SUPPORT**

After choosing Foglight for Databases, CommitDBA was able to respond to customer issues in real time, provide critical redundancies and keep client databases running 24/7. In short, Foglight helped CommitDBA deliver worry-free, continuous support of database environments with the high availability that its customers demand.

“Since we have multiple clients, we appreciate that Foglight lets us break these companies into their own database group. That makes it easier to navigate to their servers without doing searches, and find the correct solution fast,” explains Bailey Glenn, CommitDBA Foglight administrator. “We also like that we don't have to memorize each of our client's machine names. Plus, we can fine-tune our alarms for clients depending on their needs, and send customized clients reports based on what they want to see.”

Besides Foglight for Databases, CommitDBA also relies on other Quest® products, such as Foglight Performance Investigator which enables companies to quickly identify and fix problematic servers before they impact business operations, and Foglight for Virtualization

**PRODUCTS & SERVICES**

**SOFTWARE**

Foglight for Cross-Platform  
Databases

Foglight Performance  
Investigator

Foglight for Virtualization

“Since we have multiple clients, we appreciate that Foglight lets us break these companies into their own database group. That makes it easier to navigate to their servers without doing searches, and find the correct solution fast.”

*Bailey Glenn, Foglight Administrator,  
CommitDBA*

which delivers controlled optimization that cleans up waste and promotes efficient capacity planning.

## GETTING ONBOARD

CommitDBA uses a thorough but efficient onboarding process for customers, and Foglight plays a key role. The process begins with CommitDBA letting the client know it requires an FMS server to house the Foglight agent. CommitDBA then follows these steps:

- Determines which servers should be monitored
- Adds the servers to their own FMS server
- Verifies the connections
- Starts gathering metrics
- Creates a separate database group for the client
- Sets and fine-tunes the alarms based on the customer's preferences
- Adds the appropriate e-mail groups
- Generates reports according to the client's requirements (with Foglight used as the default report provider)

## BENEFITS TO CUSTOMERS

CommitDBA offers rigid SLAs with high-availability requirements – an appealing selling point to both current and prospective customers that helps drive business for the company. Foglight makes this possible. “Without Foglight, we wouldn't be able to meet our SLAs at all,” says Steve Woody, president of CommitDBA. “With Foglight, we meet well over 99.5% of our SLAs.”

Foglight is also an integral component of CommitDBA's bundled managed service offerings. Their customers appreciate not having to buy a license for Foglight. It's much more economical for them to get Foglight's full features – including monitoring and management of their databases – included in their bundle instead of paying for a license. “We've actually won several clients because we included Foglight,” continues Woody. “These are clients that have experience with Foglight, or are familiar with Foglight's reputation.”

He adds that since Quest provides a managed service offering to companies that includes Foglight, it's financially viable for CommitDBA to offer its own bundled service featuring Foglight to their clients. Otherwise, the company would have to offer customers a less powerful database management tool, or face the impractical challenge of building their own tool.

## PRICING MADE SIMPLE

CommitDBA Business Relationship Manager Brandon Cameron remarks that Foglight enables CommitDBA to have more predictable pricing, too. “It's easier for us to make cost adjustments with Foglight. For example, if a client adds servers in the future – or even cuts back – we can easily just expand or contract what we're doing. It makes that side of our business much simpler.”

## TAKING IT TO THE CLOUD

CommitDBA offers a DBA cloud service as part of their portfolio. Woody says that many companies don't realize they need database services for the cloud – a fact most cloud providers don't mention.

CommitDBA helps organizations securely migrate their data to cloud service providers, such as Amazon, Microsoft, Oracle and Peak 10. “However, we require using Foglight for these clients because cloud providers don't have deep-dive database monitoring, management or alerts,” comments Woody. “Companies still need a robust tool like Foglight – whether their database is on-premise or in the cloud.”

## LOOKING FORWARD TO THE FUTURE

CommitDBA is excited about continuing to work with Quest. Both new and enhanced Quest product offerings will allow CommitDBA to accelerate their efficiency and performance, and provide an even stronger portfolio for their customers. “There's a lot of need for database services, and Foglight is a huge component of what we provide,” concludes Woody. “We're very excited about our partnership moving forward.”

## ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

[View more case studies at Quest.com/Customer-Stories](http://Quest.com/Customer-Stories)