



# Global IT Company Makes Logistics System More Efficient with Foglight®

Increased visibility reduced reliance on DBAs to troubleshoot performance



“We really like that Foglight puts alerts in plain English and lets you know exactly what's wrong.”

- Systems Architect, Cloud Services

## CUSTOMER PROFILE

<b>Company</b>	Global Information Technology Company
<b>Industry</b>	Technology
<b>Country</b>	Global, headquartered in the US
<b>Employees</b>	22,000

A global information technology company that provides security software and services; digital transformation and workplace services; and operating software applications for a wide range of industries and governments, lacked the ability to be alerted of database performance issues and the visibility needed to maintain the health of its database environment.

One division of the company is dedicated to providing a suite of cargo logistics solutions for airlines around the world in a software as a service (SaaS) environment. The multitenant code base and the Oracle database infrastructure reside in a US-based data center. The cloud service team for this product is led by a project director and assisted by a systems architect – neither of whom are database administrators.

## CHALLENGES

The company's cloud service team wasn't receiving critical alerts about database issues that were directly affecting their customers, such as running out of table space or reaching the maximum number of user connections. This had a direct impact on the airlines that were relying on the logistics system to efficiently load planes – when the system was unresponsive, the planes were flying empty.

Additionally, the company was experiencing significant issues with blocking and deadlocking. There was no visibility into locked transactions until an overnight report was reviewed the next day. Therefore, deadlocked transactions couldn't be aborted in a timely manner. Only after examining the reports would the team see that an unauthorized query was being run, or changes had been made without a proper change request. Valuable time would already be lost before they could even open a ticket and engage a DBA to help resolve the issue.

Those unauthorized changes were also problematic for Sarbanes-Oxley reporting requirements, since there wasn't a clear and compliant audit trail.

## SOLUTION

The company implemented Foglight® for Databases to proactively monitor their database environment. This had an immediate impact. The cloud service team gained visibility into performance issues and began receiving real-time monitoring alerts. Foglight's easy-to-read dashboard highlighted problems and identified the cause, making it possible for the team to diagnose and resolve issues without needing the assistance of a DBA.

## RESULTS

Reducing the cloud services' team reliance on DBAs was a significant time saver. Apart from not having to take up expensive DBA time every time something went wrong, the team no longer had to log tickets or spend as much time working with the DBAs to help troubleshoot.

Foglight helped the team drill into long-running SQL statements and focus on where to prioritize debugging efforts.

Foglight's change tracking of database updates gave the team an enhanced level of visibility and made it possible to run the necessary compliance reports around auditing. It also highlighted differences in the environment due to code changes, especially if things went wrong.

Overall, Foglight made performance monitoring real-time and proactive, where it had previously been occurring well after the fact. The cloud services team leverages the dashboards extensively, especially because the team is not comprised of more technical resources. The improvements in database performance and responsiveness mean that customers have a better experience with the logistics system.

## BENEFITS

- Real-time alerts with detailed recommendations and explanations
- Visibility into blocked and locked transactions
- Easy-to-read dashboard
- Change tracking for compliant audit trails

## ABOUT QUEST SOFTWARE

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.

## SOLUTIONS AT A GLANCE

- Foglight® for Databases

“We've already had good luck with Quest products – Toad and LiteSpeed, so we were willing to make the additional investment in Foglight.”

- Systems Architect, Cloud Services

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