DATAVAIL DATABASE SERVICES CASE STUDY

Thermon Inc: "We now have a solution in place that provides 24×7×365 database management."

Introduction

This case study of Thermon is based on an August 2017 survey of Datavail Database Services customers by TechValidate, a 3rd-party research service.

> "We now have a solution in place that provides 24×7×365 management of our database environments globally with a reduction in spend for what used to be a single DBA available M-F, 8-5."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Datavail Database Services:

- Wanted to address the following challenges when they hired Datavail:
  - Lower costs
  - Improve database administration quality
  - Provide better coverage of their databases (i.e. 24×7, weekends / holidays)
  - Reduce on-staff turnover or burnout

Use Case

The key features and functionalities of Datavail Database Services that the surveyed company uses:

- Utilizes Datavail in the following ways:
  - Remote database management
  - Onsite database management
  - Database upgrades and migrations
  - Database assessments and health checks
  - Performance tuning
- Rate the following Datavail personnel:
  - Service Delivery Manager: good
  - Dedicated US DBA: excellent
  - Dedicated Tier 3 Offshore DBA: good
  - Offshore DBAs (operational team): good
  - Sales Executive: good
  - Project Manager: good

Results

The surveyed company achieved the following results with Datavail Database Services:

- Has achieved the following benefits since hiring Datavail:
  - Lowered database administration costs
  - Improved the quality of their database administration
  - Improved round-the-clock coverage
  - Reallocated staff resources
  - Retained on-staff resources
- Saved 5-10% of costs with Datavail's remote database management services.
- Resulted in the following since they've engaged with Datavail:
  - DBA coverage: dramatically improved
  - DBA expertise: dramatically improved
  - Database availability: improved
  - Database environment quality: greatly improved
  - Database reliability: greatly improved
  - Database performance: greatly improved

Company Profile

Company:
Thermon

Company Size:
Medium Enterprise

Industry:
Industrial Manufacturing

About Datavail Database Services

Datavail provides a broad range of services in support of databases, analytics, and applications and specializes in Oracle, Oracle E-Business Suite, OBIEE and OBIA, Hyperion, Microsoft SQL Server, MySQL, MongoDB, DB2 and SharePoint. Datavail is a leading provider of data integration and database administration services in North America, offering 24×7 managed database, applications, and BI/DW services, design, architecture, and consulting.

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