

Craftworks Restaurants & Breweries CIO: Datavail “helped stabilize our Oracle database and EBS environment.”

Introduction

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



“Datavail has helped stabilize our Oracle database and EBS environment, provided solid daily monitoring and maintenance and helped solve critical issues like ETL performance and hardware incident resolution.” Scott Curry, CIO, Craftworks

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

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
 - Database upgrades and migrations
 - Database assessments and health checks
 - Performance tuning
- Rate the following Datavail personnel:
 - Service Delivery Manager: satisfactory
 - Dedicated US DBA: excellent
 - Offshore DBAs (operational team): excellent
 - Sales Executive: excellent

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
 - Focused on their business rather than technology
 - Improved round-the-clock coverage
 - Reallocated 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: greatly improved
 - Database availability: greatly improved
 - Database environment quality: greatly improved
 - Database reliability: greatly improved
 - Database performance: greatly improved

Company Profile

Company:
Craftworks Restaurants & Breweries

Company Size:
Large Enterprise

Industry:
Hospitality

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 24x7 managed database, applications, and BI/DW services, design, architecture, and consulting.

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