FORTUNE 500 RETAILER SIMPLIFIES DATABASE MANAGEMENT

CHALLENGE

A database engineer needed a comprehensive database management tool to keep operations running smoothly for a global clothing and accessories retailer, where he is part of the distribution center product team.

The retailer's IT environment includes approximately 150 production databases across a mix of platforms including SQL Server, MySQL, and Oracle that support the company's warehouse management and fulfillment systems. At any given time there may be hundreds of concurrent users on these systems, which are managed by a team of database administrators located across multiple distribution centers that handle online order shipments and in-store inventory replenishment.

If the retailer's databases go down and impact their warehouse and fulfillment systems' operations, things can get very expensive, very quickly.

Previously, the team relied on an OEM tool that required going to multiple user interfaces to manage their databases, causing a drain on valuable time and resources.

SOLUTION

With all these moving parts, the database engineer needed a solution that could improve his team's productivity while managing multiple databases and servers across a growing IT environment. They have been using IDERA DBArtisan since 2004 for its ability to manage multiple platforms from a single interface, and to help users connect to, set up, and update multiple databases more easily and quickly.

"DBArtisan is an invaluable DBA productivity tool, one that we feel is best on the market for our needs. Instead of logging on to individual servers for individual databases and doing line commands -- or even scripting (which is not always practical) -- we can go to one tool to connect to multiple databases at the same time. Whatever tasks we need to perform, it's just a couple of clicks and away we go."

DBArtisan features that are particularly helpful included the tool's ability to: extract Data Definition Language (DDL) from a database, manage user privileges in database security settings, manage tablespaces to allocate more space as needed, and connect to multiple servers and databases at the same time.

DBArtisan also enabled the team to compare two environments (security profile, DDL) to see what the security role permissions are, and quickly determine what adjustments need to be made to ensure proper access.

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RESULTS

DBArtisan has helped the retailer achieve significant time savings due to ease of access to multiple databases and servers from a single tool. Occasionally, this team uses the tool to assess database performance issues and perform migrations as well.

"I'm probably in the tool multiple times a day, for different reasons. If I had to do all that manually -- going to 5 different servers to connect to 10 different databases -- that can add up to hours that we save by using DBArtisan."

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