

# **Nippon Data Systems Ltd. helped SAVE HOURS OF DBAS & SYSTEM ADMINISTRATORS SPEND ON PERFORMANCE DIAGNOSTICS, ENHANCE PRODUCTIVITY & MANAGE TERABYTES OF DATA WITHOUT DOWNTIME**

## **Synopsis**

Since participating in NDS's database health check and implementing NDS recommended tools, State Bank of India has experienced an average time savings of 40-65% for DBA & System Administrators tasks savings in annual productivity gains. The company has also improved overall system response times and performance by 30%. Due to increased efficiencies gained with NDS recommendations, all different staffs work together more smoothly as a team for improved performance & availability. SBI is now able to more efficiently monitor all the components within their heterogeneous environment..

## **Returns on Investment**

- Reduces the time spent on performance diagnostics from 15 to 30 minutes down to less than five minutes
- Saved several hours of diagnostic time by pinpointing a problem
- Monitors 24x7, all unattended events & monitors every component
- Improves overall system performance & response time
- Increase DBA staff productivity
- Eliminates hours spent on capacity planning every quarter

## **Benefits**

- Isolates database problems and bottlenecks
- Provides intuitive, easy-to-use modules that quickly resolve issue impacting system performance
- Provides automated processes for database administration, performance diagnostics, tuning and space management
- Quickly generates scripts and provides ability to monitor the health of the production database
- Increased (DBA, System Administrators, Developers) Staff productivity

## **Environment**

### **Production, Disaster Recovery & Development Environment**

- Production Servers 8 no (app. 4 Databases on each server & 32-36 CPU per server), Disaster Recovery Servers 4 no, Development Servers 3 No.
- HP – UX 11i
- Operates 32 production databases with Oracle 9i , having size more then Terabytes
- Having 40000 transactions per minute on main Databases in peak hours

## **The Challenge**

SBI began the search for an integrated tool suite that would provide all of the functionality the DBAs needed to easily handle multiple daily tasks. “We wanted a solution that could monitor our entire infrastructure from a single interface and proactively notify us of performance issues that we could fix problems before disaster could strike” said executive at SBI. The SBI also wanted something affordable which would keep pace with Oracle releases and serve as a strong business partner into the future.

Oracle’s database management tools, are available, but team of DBA still found it difficult to maintain. OEM provided only limited information on SQL or system-related bottlenecks, valuable time was spent investigating these problems.

SBI needed a tool suite that was easy to use; that would generate useful information quickly without requiring customization; and that would maintain a performance history on the system without adding overhead.

## **The Quest Solution**

State Bank Of India evaluated a variety of service providers. Based on the completeness of the NDS solution, SBI chose NDS solution.

NDS provided a 24x7 unattended application monitor that monitors every component affecting application performance-quickly alerting System Administrators of actual or potential application problems so that quick corrective action can be taken.

Everyone, at SBI is now empowered to use this tool to see what’s happening anywhere in our environment, now no longer categorized as the network guy or the database guy. “We can all see what’s happening and collectively help our entire system run better,” said executives at SBI.

NDS provided LiveReorg solution that allows the DBA team to reorganize, move and restructure databases without downtime or user inconvenience, eliminating hours of planned downtime for reorganization .

“LiveReorg’s features provide huge benefits. We perform reorganizations without using the maintenance window. We also use the capacity planning portion to give us better-organized tables and improved system performance,” said executive (SBI).

The ability to perform diagnostics, tuning and analysis via Spotlight allows DBAs to locate and resolve lock challenges, buffer issues and the source of other issues causing bottlenecks and affecting system performance. Spotlight enables SBI to diagnose database activity in real-time or review historical performance statistics to pinpoint and correct problems.

“Everyone loves Spotlight. It helps us drill down to SQL or user-related issues and to review the overall health of our databases. NDS solution in general gives us the ability to quickly isolate and resolve any problems with our databases or systems,” said Team of DBAs(SBI).

By integrating SQL tuning, space management, database analysis, performance diagnostics and database administration, NDS solution for Oracle provides a comprehensive, integrated workbench that allows DBAs to effectively monitor, analyze, tune and manage its vital production database and related applications.

“With Quest Central for Oracle , we are able to locate the cause of a problem through a graphical view of the latch waits. We are then able to point out the problem to the IT team before they were even aware of it and to proactively alert the development team about the issue within minutes,” said DBAs Team

## **The Bottom Line**

The DBAs at SBI use NDS solution to simplify daily tasks and improve their overall efficiency as a team & improve their operations by offering critical functionality in main locations with administrative consoles.

What used to take multiple administrators several hours to diagnose a problem now takes an administrator a few minutes to quickly detect a problem, diagnose a root cause and determine a path to resolution. “We are very happy with NDS solution. It has definitely met and exceeded our expectations and made our lives a bit more bearable at the same time,” said team of Networking System Administrators at SBI.

“The solution simplifies our tasks, increases our efficiency, improves our database performance and availability. It is truly an all-in-one solution for our company,” said DBAs Team.

“By providing built-in intelligence and an integrated console, Quest Application Management Tools increases the team's productivity and helps them support the company's business requirements. The biggest advantage is that it all works together. It integrates everything we have to do, and the tools themselves bring tremendous expertise to State Bank of India. Our productivity has definitely increased” said DBAs team.

## **About State Bank of India**

State Bank of India is the Largest Bank Of India, which is one of the top hundred banks of the World. It comprises of 15000 branches world wide.