

Case Study | Database Services

Database Support and Administration for Insurance Industry

About Client

A multi-billion dollar alternative investment management firm based in NYC, New York. The investors include pension funds, insurance companies, asset managers, investment consultants and sovereign wealth funds.

Technology Used

Microsoft SQL Server, Microsoft SQL Server Management Studio, Nagios

Business Benefits

- Round-the-clock performance monitoring
- On-demand DBA Support
- Reduced IT Cost
- DB Migration Project Support
- Increase in productivity, reduced risk, and gain outstanding operational efficiencies.
- Improved customer satisfaction levels (CSAT)

Business Challenges

- Non-availability of database error log notification
- High cost of DB Administrators
- Limited DB monitoring scripts
- Unable to monitor the database 24x7
- Non-availability of Standard Operating Procedures and Knowledge Base

Solution & Value Proposition

- Deployed a 24 x 7 database monitoring and administration team
- L2 & L3 Support services initiated
- Managing Database Structure, Storage Allocation, Database Access
- Database Administration using SQL Server Management Studio.
- DB Assessment and tool suggestion
- Performance monitoring using Nagios
- Process to create and update knowledge base documents and Standard Operating Procedures

