

Case Study | DB Maintenance & Support



DB Support and Maintenance for Leading-edge Medical Laboratory Test and Services

About Client

The client provides leading-edge medical laboratory tests and services through a national network of primary clinical laboratories and specialty testing laboratories. They operate a sophisticated laboratory network, with corporate headquarters in Burlington, NC.

Technology Used

Microsoft SQL Server 2014

Business Benefits

- Ensured 100 % availability in all the production servers
- Easy management and fast troubleshooting
- Secured database access
- 24X7 support and services
- ITIL based service delivery
- Reduced cost of operation
- Configuring replication for standby machines to make sure zero percent data loss

Business Challenges

- Non-availability of database monitoring script
- Non-availability of disaster recovery plan
- Non-availability of database error log notification
- Non-availability of database security audit

Solution Provided

- Provided the consultant services for database design, configuration, and maintenance, support & services
- Implementation and upgrade, capacity planning and sizing, performance tuning, managing database structure, storage allocation, database access
- Building of user profiles and privileges
- Check log errors and take necessary actions to rectify them
- Monitor physical and logical backup
- Obtaining scheduled backups through SQL jobs
- Recovery of lost objects and files
- Creation of clone database for development environments
- Monitoring the database for memory and I/O utilization
- Rebuild/Reorganize index to rectify segment fragmentation
- Performance tuning using SQL diagnostic tools
- Monitoring the database for CPU utilization, blocking locks and changing priority or killing unwanted user processes

