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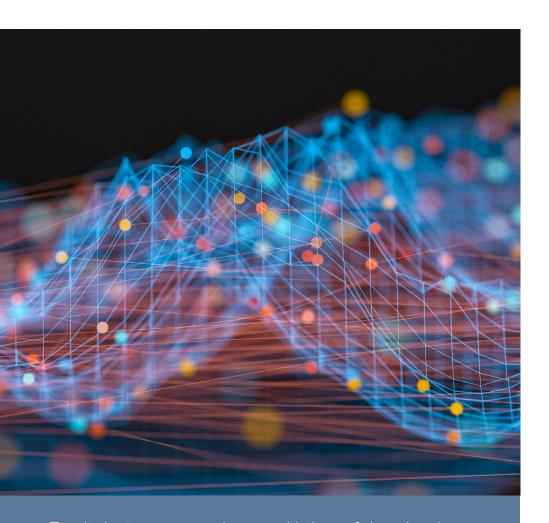
Global logistics company ensures smooth flow of goods from source to destination with Foglight® by Quest®

Foglight increases the credibility of the database team as they knowledgeably diagnose performance issues.

CHALLENGES

As an organization that handles global transportation and logistics for its customers, the company's database infrastructure powers solutions for supply chain management, warehousing, distribution and freight management. These critical systems ensure the smooth flow of goods from source to destination across multiple geographies. Database service interruptions could have profound ripple effects up and down a customer's supply chain.

While the company maintains a mix of Oracle and SQL Server databases, it primarily was having difficulty identifying which SQL Server queries were affected by blocking, especially since there were many different SQL statements tied together in a single transaction. The database team could view blocked process reports, but this could only be done after the fact and didn't distinguish the actual source of the block. So, root cause analysis was severely hampered by lack of information and scant blocking history.

This meant the database team was largely reacting to reports of poor performance or other issues. While they were able to run some scripts and perform limited remediation, without transaction history, they were often unable to provide any explanation for the problem or create a long-term fix.

HIGHLIGHTED SOLUTION

- Foglight for SQL Server

SOLUTION

Luckily for the database team, the database team manager knew about Foglight® by Quest® for SQL Server and made the recommendation. Without much debate, the team went ahead with Foglight, especially because of the drill-down capabilities provided by the Performance Investigator (PI) module.

According to the database team lead, "We use Foglight now to find the smoking guns. So we use PI a lot to go back in time, look at things and find root causes. We also watch performance in real time; if it seems like things are getting out of acceptable range, we can quickly drill down and see what's causing the issues."

In addition to historical performance trends, the company uses Foglight for quick performance snapshots where they check on current alarms, high cost SQL statements and other key metrics such as database growth, CPU usage, etc.

RESULTS

According to the database team, one big outcome of using Foglight is that it can shave the time needed for root cause analysis by 30 minutes or more. It does this by reducing the number of steps needed to identify and diagnose SQL Server issues. The team can drill into a workload and look at the databases, T-SQL batches and SQL statements while also getting visibility into CPU usage, active time, CPU time, CPU weights, executions and more. Before Foglight, it was often impossible to even investigate root cause.

In many cases, the team can go back to the developers with this information and guide them as to what might be overtaxing the system. In other cases, they can communicate with users who reported problems, and at least provide a valid reason why the system is slow. That insight provides the database team with increased clout and credibility as well. Foglight has also opened new paths of communication among and within teams as they share common terminology and data.

BENEFITS

- Ability to review blocking history and identify root cause

- Use of real-time monitoring for proactive health checks

- Hard data backs up the team's expertise

ABOUT QUEST

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