



Quest Central® for Oracle Reduces Time Ceridian DBAs Spend on Performance Diagnostics and Capacity Planning

Quest Central® for Oracle has dramatically reduced the time Ceridian's DBA team spends on diagnostics alone from 65–85 percent, and has eliminated hours of planned downtime per quarter. This integrated solution helps the company's DBAs work together more smoothly as a team for improved performance and availability.

The Challenge

Ceridian Corporation is a leading information services company offering human resources solutions to various industries, and flexible spending accounts featuring electronic cash cards to the transportation industry.

Ceridian relies on a large production batch shop for its vital daily, monthly, quarterly and annual services and reports. This shop had migrated from HP 3000 to HP 9000 V class machines, and inherited a 300GB database. After the migration, they experienced some database performance issues and decided to replace their set of free native tools. "We'd had a few less-than-positive experiences with our previous toolset. We realized that the tools were ineffective, and we couldn't go on like that," said Carl Hughes, Data Architect at Ceridian.

Ceridian began the search for an integrated tool suite that would provide all of the functionality the DBAs needed to easily handle multiple daily tasks. The company also wanted something affordable from a vendor who would keep pace with Oracle releases and serve as a strong business partner into the future.

The Quest Solution

Ceridian evaluated a variety of tool suites. Based on the completeness of the suite, intuitiveness of the tools, and their good relationship with Quest Software, the company chose Quest Central for Oracle. Quest Central's LiveReorg® module allows the DBA team to reorganize, move and restructure databases without downtime or user inconvenience, eliminating hours of planned downtime for reorganization per quarter.

"LiveReorg's features provide huge benefits for us. We perform our quarterly reorganizations without using the maintenance window, saving us at least eight hours of downtime per quarter. We also use the capacity-planning portion to give us better-organized tables and improved system performance," said Hughes.

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 Ceridian 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. Quest Central for Oracle in general gives us the ability to quickly isolate and resolve any problems with our databases or systems," said Hughes.

Overview

"We like the fact that Quest Central for Oracle brings everything together into one common interface for our DBAs. Quest Central for Oracle really saves us time in many areas and allows us to detect, diagnose and resolve any database problems or issues for better system performance and availability."

- Carl Hughes,
Data Architect,
Ceridian Corporation



Headquarters

Minneapolis, Minnesota

Services

Information services for HR,
transportation and retailing

Critical Needs

Integrated tool suite that would provide functionality to handle multiple daily tasks

Solution

Quest Central® for Oracle

Results

- Reduced the time spent on performance diagnostics from 15 to 30 minutes down to less than five minutes
- Eliminated eight hours spent on capacity planning every quarter

The Bottom Line

The DBAs at Ceridian use Quest Central to simplify daily tasks and improve their overall efficiency as a team. Ceridian believes that Quest Central has improved their operations by offering critical functionality in one location with an administrative console that automates all daily tasks. "We like the fact that Quest Central brings everything together into one common interface for our DBAs," said Hughes. "Quest Central really saves us time in many areas and allows us to detect, diagnose and resolve any database problems or issues for better system performance and availability."

Using the LiveReorg component of Quest Central, hours of the maintenance window are freed for other tasks. "We've been able to do maintenance that we had put off for a long time. It's definitely improving system performance."

Quest Central's Spotlight component has reduced the time spent on diagnostics alone from 15 to 30 minutes a down to five minutes or less. Quest Central has also saved the company many hours of time spent on capacity planning each quarter. "Quest Central simplifies our tasks, increases our efficiency, improves our database's performance and availability. It is truly an all-in-one solution for our company," said Hughes.

About Ceridian Corporation

Established in 1993 through an acquisition, Ceridian Corporation offers a large breadth of services and products including payroll and payroll tax, flexible spending accounts and COBRA to the human resources, retail and transportation industries. Headquartered in Minneapolis, Minnesota, Ceridian employs approximately 9,500 people with payroll tax offices in Fountain Valley, California; Winnipeg, Canada; and London, England.

Ceridian's two main businesses include Comdata offering over-the-road trucking and related products (e.g., routing, E-cash cards and tracking miles) and Ceridian Employer and Employee Services (CEES) providing complete HR outsourcing and managed business solutions.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com