



Snap-on Tools Uses Quest Central® for Oracle's LiveReorg Components to Reclaim Terabytes of Data without Downtime

Quest Central® for Oracle's LiveReorg® component has enabled Snap-On Tools to reclaim over two terabytes of expensive disk space and reduced table sizes by up to 65 percent without system downtime or loss of performance.

The Challenge

Snap-On, Inc. is an international manufacturer of tools and automotive diagnostic equipment. With distribution centers worldwide, the company maintains a dynamic 24x7 environment running 70 production and 40 test databases. The mission-critical distribution centers rely heavily on only five main databases that are close to a terabyte in size and serve approximately 1,200 employees daily. One of these five large databases serves as the centralized financial system for the entire company and is utilized daily for generating reports and time-sensitive financial statements.

Since the company could not tolerate downtime on these key databases, they had grown for over six years without reorganization. The company was running out of storage space, however, which pushed them toward a difficult choice: take nearly a week of downtime for reorganization—requiring them to request a special outage or use every 12-hour maintenance window the company had for a year—or buy expensive storage.

"The fault prediction functionality within Quest Central's Space Management tool alerted us to the fact that we would run out of storage within three to four months. However, we were on a budget cycle that wouldn't allow us to purchase storage for eight months," said Jim Schwarz, the Team Lead for the DBA team at Snap-On, Inc.

The Quest Solution

The company had already been using Quest Central's Space Management component, which provides a full complement of space management functions including traditional reorganizations, capacity planning, and fault prediction. Happy with their experience with Quest, Snap-On decided to evaluate LiveReorg, Quest Central's component that enables reorganizations and restructuring on large tables without downtime.

Including the install, the DBA team had LiveReorg up and running in less than an hour. They immediately reorganized a table and watched the process, discovering that they could log on with SQL, access the table, and insert, update or delete during the reorganization. They discovered that other reorganization tools in the market just couldn't compare with LiveReorg. "The way that LiveReorg incorporates and handles BAAN's various idiosyncrasies with Oracle was definitely a strong point for us too," claimed Schwarz.

The DBA team leverages Quest Central for live reorganizations and for traditional reorganizations as needed. "We rebuild indexes for databases with LiveReorg during regular office hours—we schedule them in batches. For reorganizations on databases that don't require the LiveReorg functionality—for ones where we can use the basic functionality in Quest Central's Space Management tool—we can use the weekend maintenance window and monitor the reorganizations from home," said Schwarz.

Overview

"Quest Central—especially LiveReorg—stands head and shoulders above other solutions. LiveReorg has performed very well on the larger tables we've reorganized. And since we can finally reorganize our massive tables, LiveReorg has enabled us to maximize the storage we already had without buying more storage. And with that added space, we can start new initiatives, like rolling out an important Quality Control system to all of our distribution centers."

- Jim Schwarz,
DBA Team Lead,
Snap-On, Inc.



Headquarters

Kenosha, Wisconsin

Services

Developer, manufacturer and marketer of tool and equipment solutions

Critical Needs

A solution to improve disaster resilience and dramatically reduce database downtime in the event of a system failure

Solution

Quest Central® for Oracle, LiveReorg®

Results

- Saved the company from the expense of either taking a week of downtime on mission-critical databases or buying expensive storage
- Prevented a storage-related outage and the associated costs
- Reduced table sizes by up to 65 percent without system downtime or loss of performance

As an integrated toolkit combining performance monitoring, database analysis, SQL tuning and space management, Quest Central has provided functionality beyond just space management. For example, they use Quest Central's repository to collect SQL history and compare past and present performance. They also utilize SQL Tuning to examine and resolve a client's performance issues and help them identify where they can save several minutes on a query. "One of our goals as a team is to get all of our database management tools behind a single platform or interface. Quest Central does that—it puts it all in front of you. All the products work together and interrelate, so you can find a problem and solve it using a single set of tools," said Schwartz.

The Bottom Line

With Quest Central's LiveReorg, Snap-On's DBA team can efficiently schedule jobs, leaving more time for themselves on weekends and holidays. They were able to reduce table sizes by 65 percent—saving two terabytes of data and avoiding an expensive storage purchase—without downtime. And with the ability to reorganize vital tables online, system users can still access those tables without business or sales interruptions.

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Quest tools meet all of a DBA's daily needs and requirements. "They've made our lives much easier by allowing us to manage such a large environment with the resources that we have. They save us work; they save us time. And there's more time available to stay abreast of changes within our environment and the Oracle world, and to understand Snap-On's business, so we can strive for a stronger, more streamlined company," said Schwarz.

Snap-On enjoys doing business with Quest. "Quest has been a great business partner for us. They have examined our environment and discussed business and budget cycles with our management. And when you combine quality products with a vendor who will work with you, that's the best of both worlds," concluded Schwarz.

About Snap-On, Inc.

Snap-On, Inc. is a leading global developer, manufacturer and marketer of tool and equipment solutions for professional tool users. Product lines include hand tools, power tools, automotive diagnostics and shop equipment, tool storage products, automotive diagnostics software and other solutions for the transportation service, industrial, government, education, agricultural and other commercial applications. Founded in 1920, Snap-On is a \$2 billion, S&P 500 company headquartered in Kenosha, Wisconsin and employs approximately 14,000 people worldwide.

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