Leave the driving to Us with the Progress Managed Database Service

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Database Administration
With Peace of Mind

Comprehensive database expertise at your service from the people who helped build it.
Operation Evolution – On Premise

Benefits
• You have control of the application and data
• Tried and True
• Infrastructure exists already

Drawbacks
• Need to maintain Infrastructure
• Need to have resources to maintain the application and data
• May be difficult to find talent
Operation Evolution - Cloud

Benefits

• Lower cost than on-premise
• No longer need to worry about Infrastructure
• No longer need to find talent
• A growing trend

Drawbacks

• Data Security
• WAN Infrastructure
• FUD
Operation Evolution

ON-PREMISE → NOT FUD → CLOUD
Operation Evolution

ON-PREMISE

HYBRID

CLOUD
Operation Evolution

Benefits
• You have control of the application and data
• Tried and True
• Infrastructure exists already
• No need to find talent
• Lower cost than traditional on-premise

Drawbacks
• Need to maintain Infrastructure
Managed Database Administration

- Software based solution
  - Sampling and monitoring software installed
  - Sends email alerts to on-call DBA
  - Each database has its own thresholds
- Each customer has a Primary DBA
  - Clear documentation for on-call rotation
- On-call
  - No level 1 support – DBA Team is on-call

- On-boarding Service
  - Install the management software
  - Document the environment
  - Make stability and tuning recommendations
  - A Mini DB Health Check
- Web based monitoring dashboard
- Monthly Reports

All for a value-based monthly Subscription
What the service includes

- **Included**
  - Any Reactive Service for business critical issues
    - Normal billing rates start after the 1\textsuperscript{st} hour
  - Web Based Dashboard
  - Proactive Analysis
  - Monthly Reports
    - Provide 6 month trend
    - Capacity planning forecast for next 6 month period
    - Identifies upcoming maintenance items
  - Technical Advice

- **Not Included**
  - Planned Maintenance
  - Non-production Issues
  - Project work
  - Database Health Checks
  - Disaster Recovery
The Heartbeat Process

Heartbeat process runs every minute

Periodic Sampling Every 15 minutes

Thresholds are tested and alerts are sent out to the team by email

Daily upload of metrics to PSC for Dashboards and Reporting
The Managed Database Services Team

- 17 DBAs worldwide, each with 20+ years of experience
- Follow the Sun support
  - US Support
    - 9 DBAs, a mix of developers of the OpenEdge technology and support staff.
  - Australia Support
    - 3 former PSC Tech. Support reps
  - EMEA Support
    - 5 former PSC Tech. Support reps
      - Familiar Names

95% of surveyed businesses using Progress Managed DBA describe the knowledge and experience of their Progress consultants as really great or “off the charts amazing!”
### Managed Database Metrics

- **Customers**: 140+
- **Number of Databases**: 2000+
- **Total Database Size**: 123+ Terabytes
- **Total Connected Users**: 170,000+

*Metrics as of October 1, 2018*

- **Started in**: 2006

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Progress MDBA Customers

MANUFACTURING

HEALTHCARE

WAREHOUSING & DISTRIBUTION

FINANCIAL SERVICES

Direct Customers and End-users of Application Partners

Johnson & Johnson
hp
EPSON
JELD-WEN

MedExpress
Femwell
ABB
21st Century Oncology

Spectrum BRANDS
ABB CONCISE

TD Banknorth
FIFTH THIRD BANK

NAVY FEDERAL Credit Union
BANK OF THE WEST

21st Century Oncology
Wilsonart
Operating Models

▪ Direct
  • We work directly with the end user.
  • Contract is with the end user.

▪ Application Partners
  • Referral
    – We work directly with the end user.
    – Contract is with the end user.
  • White Label
    – We work directly with the end user.
    – Contract with the Application Partner
Success Stories

- QAD End User
- Very Large deployment on 9.1E
  - 500 Users
  - Unstable – DB crashes daily
- Implemented Pro2 to remove all the reporting from the production database
- Upgraded Progress to OE 10.2B
- Result
  - Better Performance
  - Better Reliability – No unplanned outages!
Success Stories

Graph: Checkpoints

The BI Cluster was changed from the default to 16 MB.
You can see the marked improvements where we checkpoint much less frequent.

Graph: Blocks Flushed

The BI Cluster was change also reduced the number of writes at
checkpoint time to 0 consistently. This means less pauses.
Success Stories

The Database memory was increased from 400 MB to 6 GB. The result is most all database operations now happen in memory.

The Buffer Hit Ratio, which is a measure of how often work is done in memory has increased from single digits to consistently higher than 100.
Database Consulting

- DBA team is available for database projects
- Platform Migration
  - We do this once a month for a customer
- Dump and Loads
  - We do this every weekend
- OpenEdge Version Upgrades

- OpenEdge Feature Implementation
  - OpenEdge Management
  - OpenEdge Auditing
  - Transparent Data Encryption
  - Table Partitioning
  - OpenEdge Replication
  - OpenEdge Multi-tenancy
  - OpenEdge SSL
  - etc
MDBA Services

- Comprehensive Database Management
  - Extension of the existing team
  - Alerting, Trending, Planning
- Database Health Checks
  - Complete Analysis
  - Educational
- Largest and Strongest team in the industry
  - Includes follow the sun support

www.progress.com/mdba
Thank You!

Mike Furgal

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