

Case Study

Major manufacturer revamps database for optimized performance

Client

A leading manufacturer and direct-to-store distributor

The client in this case is North America's leading manufacturer and direct-to-store distributor (DSD) of premium quality packaged ice, ice equipment and related services. Since it was founded in 1996, the client has grown significantly, both organically and through strategic acquisitions. Today, as the largest producer of packaged ice in Canada and one of the two largest within the United States, the client proudly serves more than 75,000 retail, commercial and industrial customers.

Challenge	CBTS solution	Results
• The client was experiencing performance issues in its primary hosted database system. • Delays in standard financial processes were becoming more and more common. • The entire business was suffering from significant disruptions as a result.	• An initial assessment was made by the CBTS Database team to identify areas of performance that could be improved. • A root issue was identified in the database infrastructure and the client was guided to address it. • CBTS was able to expand on its initial efforts by speeding up the client's database processes even further.	• The root causes of the delays and disruptions to the client's database were addressed and resolved. • The client was able to perform its standard database processes multiple times per day, which was previously impossible. • An improved database allowed the client to offer greater functionality to its clients, leading to greater profitability.

Challenge

The client's technology department was experiencing performance issues with their primary database system hosted on Microsoft SQL Server and reached out to CBTS representatives to see if they could help. The CBTS Database team was called to assist and leverage their considerable experience with SQL.

The client also stated that one of their database financial processes that normally takes 4 hours to complete, was taking 8+ hours to complete and causing delays and disruptions to the efficiencies of the business as a whole.

CBTS solution

After an initial assessment by the CBTS Database team, there was a number of maintenance tasks that CBTS felt would improve performance. After implementation of those amendments to maintenance, there was some measurable improvements, but something was still not meeting the technical speed expectations.

Because the CBTS Database experts are also versed in other technical functions, they were able to identify an issue with the client's network that was unrelated to their database infrastructure. The CBTS Database team met internally with other CBTS technical resources to engage an experience Network Engineer to evaluate the client's network. After a brief engagement, CBTS identified the root of the issue and helped guide the client to fix the problem. Almost immediately after implementing the recommendations, the database process was back to running within the 4 hour window.

Once the initial CBTS network work was complete, the client still wanted to see if the CBTS Database team could speed up their database process even further.

Results

CBTS accepted the challenge to improve the speed of database processing, and the client was very pleased with the results as it gave them the ability to rerun the process multiple times during the day in the event of an issue. It also allowed their financial team the ability to analyze data at a much more granular level throughout the day.

Given the project success between the client and CBTS staff, the client wants the CBTS Database team to assist in revamping their entire financial environment by migrating to newer platforms and upgrade current database versions that will help their business offer more functionality to their customers and look for more opportunities to profit.