

Fortune 500 Fast Food Chain Case Study

Introduction

This case study details the crucial infrastructure and applications challenges Datavail solved for a leading fast food organization with thousands of restaurants across the globe.

Products Used

- Oracle EBS
- GoldenGate
- OBIA
- Informatica

Challenge

This leader in the restaurant industry had issues with sluggish database and application performance that was interrupting business operations and negatively affecting ROI. The core problems to be solved included:

- Updates to display menus and prices took a week to reach every store across the globe
- EBS generated high transactions on the replicated tables – more than 50 million during month-end activities
- Target server lag lasted up to 24 hours
- Could not run ETL during business hours, which impacted user transactions
- Updates required the systems to go temporarily offline, limiting the window to complete changes
- Could not alert source OLTP/EBS system for performance improvement of ETL jobs
- Reporting tool performance was unreliable
- Reporting tool had data latency of several hours

Solution

Datavail stepped in with our deep EBS, GoldenGate, and BI expertise and uncovered the sources of the issues, then brought together the vendors and consultants to work together to resolve them. We analyzed and diagnosed the various business problems the organization faced, and applied our operational know-how to implement the following strategies:

- Tuned the database instance by optimizing initialization parameters
- Rewrote SQL code for bad performing queries by suggesting recommendations (changing the logic, where condition clause) to the application team
- Optimized poorly performing SQL statements by creating optimal indexes and adding hints where optimizer was not behaving as expected
- Implemented profiles and plan baselines so that the optimal plan was selected every time
- Optimized statistics collection for schemas/tables by analyzing the data changes trend in the customer environment
- Completed database health checks
- Updated OBIA and Informatica
- Rearchitected the file systems

Results

With the guidance of Datavail, the client gained the following results from the above solutions:

- Server lag decreased from 24 hours to only five minutes during even the most active periods
- Time to implement global changes to menus and prices decreased from one week to overnight
- Menu and pricing updates became automated
- GoldenGate architecture required less downtime when maintenance was required
- Report accuracy and turnaround increased significantly
- Reduced licensing costs

About Datavail

Datavail is a company of over 1,000 professionals helping clients build and manage applications and data via a world-class tech-enabled delivery platform and software solutions across all leading technologies.

