

# Case Study

## Mattress Firm



### Introduction

This case study of Mattress Firm is based on a September 2017 survey of Datavail Database Services customers by TechValidate, a 3rd-party research service.

### Challenges

The business challenge that led the profiled company to evaluate and ultimately select Datavail Database Services:

- Wanted to address the following challenge when they hired Datavail:
- Provide better coverage of their databases (i.e. 24x7, weekends / holidays)

### Use Case

The key features and functionalities of Datavail Database Services that the surveyed company uses:

- Utilizes Datavail in the following ways:
  - Remote database management
  - Database upgrades and migrations
  - Database assessments and health checks
  - Performance tuning
- Rate the following Datavail personnel:
  - Service Delivery Manager: excellent
  - Dedicated US DBA: good
  - Dedicated Tier 3 Offshore DBA: good
  - Offshore DBAs (operational team): good
  - Sales Executive: excellent
  - Project Manager: good

## Results

The surveyed company achieved the following results with Datavail Database Services:

- Has achieved the following benefits since hiring Datavail:
  - Improved the quality of their database administration
  - Improved round-the-clock coverage
  - Reallocated staff resources
  - Retained on-staff resources
- Resulted in the following since they've engaged with Datavail:



DBA coverage:  
Greatly improved



DBA expertise:  
Improved



DBA availability:  
Improved



DBA environment quality  
Greatly improved



DBA reliability  
Greatly improved



DBA performance  
Improved



Datavail has allowed my DBA team to be more flexible and focus on daily performance issues. As a result, the team gets more rest and is able to respond to support requests in a more timely manner.