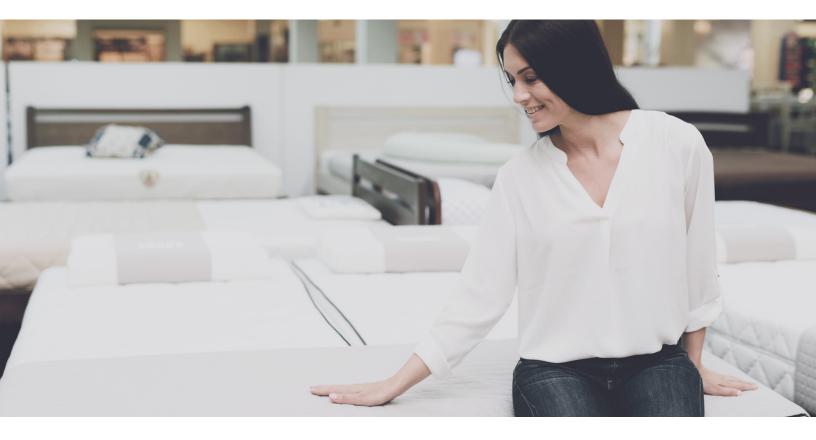
Case Study

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. 24×7, 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.