Case Study

Image-Processing Firm

The Challenge

As one of Datavail's top five ecommerce MongoDB users in the world, this image-processing firm allows users to upload images from their phones or other devices and turn them into a wide variety of products such as calendars, business cards, books, slideshows, presentations and banners.

The company was so successful that the number of images uploaded and stored by over 40 million customers was massive - more than 1 billion. Multiple issues developed due to this growth and the client was having challenges in dealing with the impact to their database environment. Their alerts were increasing significantly with downtime events growing making it difficult to keep their clients enjoying a continued positive experience in managing their images. When they came to Datavail for help, they were getting 500 alerts a day. Addressing these alerts was consuming many of their DBA resources and meant they were spending more time fighting fires than performing duties that would help in the organization's growth.

To compound problems, the client was faced with some DBA resources moving on to new opportunities outside the organization. Replacing these resources with equally experienced DBAs was not a successful effort. The client understood that ignoring their database problems, hoping they would go away was not an option and realized the need in bringing on third-party help.

How Datavail Helped

The client contacted Datavail and initiated a managed services agreement to provide database assessment, monitoring, optimization and 24x7 database support with the goal in stabilizing and improving their database environment. After assessment and an upgrade, their environment was stabilized and best practices were implemented for round-the-clock monitoring, health checks and database tuning.

The Results

The company saw a significant improvement in their alert volume, reducing from 500 alerts a day to just two to three alerts per week. Instead of focusing on keeping their environment stable, their in-house resources shifted to a value-add mindset, putting their bench strength towards future project needs. The proof of performance came on a particular Thanksgiving weekend — the busiest time for photo-processing companies, when employees want to spend time with their families. They received no alerts over Thanksgiving weekend.

The best practices and managed service improvements from Datavail resulted in the client receiving an exponential reduction in alerts and empowered their DBAs to focus on future, strategic needs for the company.