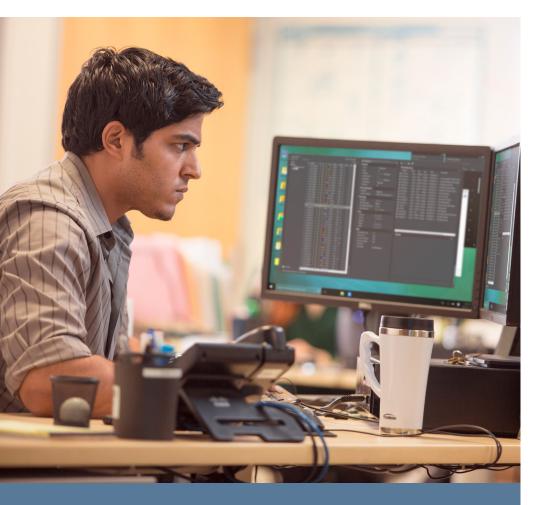# Quest®

Jenkon moves database backups 90 percent faster, optimizes SQL queries

IT firm improves database protection and performance monitoring to support rapid growth.

BUSINESS NEED

Jenkon hosts the infrastructure and provides the software applications that power thousands of home-based businesses. Facing tremendous growth and new market opportunities, Jenkon needed new tools to monitor performance and ensure quick backups for its customers' SQL Server databases.

SOLUTION

Jenkon implemented Quest® SQL Server solutions and now moves SQL databases between servers in less than one tenth the time than previously. The company also resolves performance problems with far fewer engineering resources.

BENEFITS

- Reduced time to back up and restore customer databases as large as 1TB from 9+ hours to just minutes

- Slashed SQL problem resolution from one hour with a team of engineers to just minutes with a single engineer

- Freed up staff for application development through automated database performance problem resolution

SOLUTIONS AT A GLANCE

- Database Performance Monitoring

"We've seen resolution time on most performance issues drop from hours to just minutes."

Steve Shinsel, IT Director, Jenkon

Jenkon's IT Infrastructure supports web hosting and SaaS solutions that enable the global direct salesforces of Fortune 500 companies such as Avon, Unilever, Tupperware and The Body Shop. The company's SaaS approach to serving tens of millions of home-based businesspeople worldwide means not only providing the software applications that power that marketplace, but also hosting thousands of sites. As rapid growth began to catch up with its infrastructure, Jenkon decided to upgrade its data protection and performance monitoring.

"It used to take about nine hours to move our backups from one location to another. With LiteSpeed for SQL Server it takes 45 minutes."

Jeff Bobadilla, Senior Engineer, Jenkon

SLOW ISSUE RESOLUTION AND LENGTHY BACKUPS

"Across all our clients, the number of direct sales consultants who engage Jenkon's services is in the multimillions," says IT Director Steve Shinsel. "We provide them not only portals to track sales and commissions, but also many thousands of websites where their customers can order products and services. Uptime and availability are everything to these customers, but our previous IT infrastructure had serious limits in the scalability and redundancy needed to support the company's vision, growth and market opportunities."

One of Jenkon's biggest problems was monitoring the health of the SQL servers at the heart of their applications. With their previous tools, performance issues such as low disk space, blocked transactions and spikes in help desk tickets would take multiple engineers several hours to analyze and resolve.

The backup and recovery processes were another big problem. Jenkon engineers frequently back up SQL Server databases – some as large as 1 TB – from one location and restore them to another. With their legacy tools they could spend up to nine hours on that kind of move.

Realizing that these inefficiencies consumed precious resources and would soon affect service delivery to customers, the company embarked on an infrastructure upgrade that included Spotlight on SQL Server for performance monitoring and LiteSpeed for SQL Server for backup and recovery.

REDUCING RESOLUTION TIME BY 30 PERCENT

Within a short time, the benefits of switching to Spotlight had become obvious, as a single engineer could now easily drill down into performance issues in minutes and follow built-in suggestions on how to solve them.

"We've seen resolution turnaround time on most performance issues drop from hours to minutes," says Shinsel. "With the new tools, resolution times have dropped by about 30 percent from what they used to be. The detail that we get from Spotlight on SQL Server gives us a warning that something is about to go wrong and allows us to act on it before a performance issue hits us. Even when we're not on site, we use the Spotlight mobile app to monitor the health of our SQL servers and perform all of our work as if we were in the office."

Senior Engineer Jeff Bobadilla notes that the benefits of using Spotlight extend to Jenkon's application developers, when they analyze their SQL queries. If Spotlight reports that a query has been running too long, it's an indication that they need to tune it or add an index to the table. They also use Spotlight recursively to analyze

PRODUCTS & SERVICES

SOFTWARE

Spotlight on SQL Server Enterprise

LiteSpeed for SQL Server

Quest

performance by identifying a problem query, modifying it, trying it again and checking for better results.

SHORTENING BACKUP TIME BY 90 PERCENT

"When it comes to using LiteSpeed for SQL Server," Bobadilla says, "we're constantly backing up and restoring databases to different environments. LiteSpeed compresses our SQL databases and is phenomenal for transferring them. It used to take about nine hours to move our backups from one location to another. With LiteSpeed for SQL Server it takes 45 minutes."

As a hosting company, Jenkon depends on keeping its business applications highly available to its customers at all times. Shinsel says, "Our new environment, including Spotlight on SQL Server and LiteSpeed for SQL Server, has not only shortened development cycles but allowed us to deliver an even better customer experience. We can scale to any size that our customer requires and manage any environment globally."

BUSINESS BENEFITS

• Every day, Jenkon performs a large number of backups and restores to and from different environments in its data centers. Using LiteSpeed for SQL Server, Jenkon shortened the time it takes to move its customers' databases – some as large as 1TB – from over nine hours to about 45 minutes.

• Most of the applications Jenkon provides its customers run on SQL servers, so at any given time hundreds of SQL queries can be executing. When performance problems arise or queries require modification, it can affect responsiveness for thousands

of users. Implementing Spotlight on SQL Server has shortened issue resolution process from an hour-long team effort to a few minutes of a single engineer's time.

• As part of a combined upgrade of hardware and software across the company, Jenkon increased the scalability of its infrastructure and the availability of its data for millions of sales consultants and customers. The upgrade positions Jenkon to take advantage of the growing market opportunity in homebased businesses and of emerging, profitable areas of online commerce.

• By equipping its application developers with the performance monitoring technology in Spotlight on SQL Server, Jenkon has managed to shorten its development cycle for new applications. The team spends less of its time tracking down and troubleshooting performance problems (stalled queries, low memory conditions, missing indexes) and more time writing and updating customer-facing applications in a high-traffic production environment.

• With the margin of comfort it had never known with its previous technology suppliers, Jenkon was better able to plan the upgrade, ensure the fit with its larger strategy and feel confident in its business direction.

ABOUT QUEST

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