Country: **USA**
Industry: **Insurance**
Customer: **A Large Insurer**
Solution: **BPA4DB2™ - Buffer Pool Advisor for DB2®**

Customer Success Story

Managing DB2 availability is a major concern for IT shops. The challenges are every bit as demanding and complex for the shops with both small and very large enterprise databases. Today's customer story relates how a large U.S. insurance company used BPA4DB2™ to enhance system performance and reduce operational costs.

The Problem

Many DB2 systems are not tuned for optimal performance. The impact of this is slow response time as well as costs related inefficient memory use, avoidable disk I/O's, and machine upgrades. Like high blood pressure in humans, many shops may not fully realize the impact of sub-optimal buffer pool performance.   Even more, some do not realize that just adding more memory may not give them optimal performance and the relief they expected.

This insurance company knew they had a problem and explored all of the top tools on the market. Their existing manual processes were time consuming and not getting the job done. They recognized a need for the capabilities and automation that a buffer pool tuning and monitoring tool could provide.

The insurer decided to trial BPA4DB2™, a member of the ESAi / UBS Suite of products for DB2®. After running an extensive proof of concept decided to acquire the product.

> *"We evaluated the other buffer pool tools from IBM, BMC, Responsive Systems, and found BPA4DB2 to be the best."   Manager – Performance and Capacity Planning*

The DBA and performance teams liked BPA4DB2's ability to quickly assess the best candidates for tuning. The capability to notify the team via e-mail when tuning opportunities are spotted, as well as, the historical capability to help plan for heavy periods or enrollment periods was appreciated.   Given

their large environment, the simulation and "predict" functions were not practical with any of the products evaluated.   BPA4DB2 can analyze the pools and objects and then generate a full buffer pool re-design if necessary, but in this customer's situation it was not needed.   The ability to quickly assess and remedy issues was the most important feature.

"Because we did not use a buffer pool tuning tool prior to purchasing BPA4DB2, there is now way to exactly benchmark the savings. My team estimated 30-50% savings in run time and CPU overhead for key applications. Time was also saved monitoring and analyzing system performance."   *Manager – Performance and Capacity Planning*

Product functionality is important, but for a software product to be valuable it must be reliable and provide straight forward, understandable information. In addition to the capabilities of the product, the customer gave ESAi / UBS-Hainer high marks on product support.

"The ESAi / UBS-Hainer support team pride ourselves on delivering top-notch support. Our buffer pool tuning, SQL performance, log analysis and our flagship BCV4 / BCV5 fast copy/migrate/clone products are our software "children" which we are very proud of and nurture.   We endeavor to give a level of support that surpasses the big three vendors"
Jim Tula, Director ESAi

In North America, contact our partner ESAi to see how our RDBMS tools can help you too.   Call 1-866-464-3724 or e-mail info@ESAIGroup.com

Brochure available at http://www.ESAIGroup.com/DB2Overview.pdf