

Thermon: Hiring Datavail was " the best decision we’ve ever made."

Introduction

This case study of Thermon, Inc. is based on a September 2018 survey of Datavail Database Services customers by TechValidate, a 3rd-party research service.

“We were able to bring in an entire DBA department at the cost of a single senior DBA, increasing our support capabilities and improving our overall support structure in the DBA area. Best decision we made at our company to date. Easiest vendor to onboard and work up to 100% effectiveness, that I have worked with in over 20 years. Ongoing support is first rate and they are constantly looking for areas of improvement.”

Challenges

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

- Wanted to address the following challenges when they hired Datavail:
 - Lower costs
 - Improve database administration quality
 - Provide better coverage of their databases (i.e. 24x7, weekends/holidays)
 - Reduce staff turnover or burnout

Company Profile

Company:
Thermon, Inc.

Company Size:
Medium Enterprise

Industry:
Industrial Manufacturing

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: Excellent
 - Dedicated Tier 3 Offshore DBA: Excellent
 - Offshore DBAs (operational team): Excellent
 - Sales Executive: Excellent
 - Project Manager: Excellent

About Datavail Database Services

Datavail provides a broad range of services in support of databases, analytics, and applications and specializes in Oracle, Oracle E-Business Suite, OBIEE and OBIA, Hyperion, Microsoft SQL Server, MySQL, MongoDB, DB2 and SharePoint. Datavail is a leading provider of data integration and database administration services in North America, offering 24x7 managed database, applications, and BI/DW services, design, architecture, and consulting.

Learn More:

 [Datavail](#)

Results

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

- Has achieved the following benefits since hiring Datavail:
 - Lowered database administration costs
 - Improved the quality of their database administration
 - Improved round-the-clock coverage
- Saved > 50% of costs with Datavail’s remote database management services.
- Resulted in the following since they’ve engaged with Datavail:
 - DBA coverage: Dramatically improved
 - DBA expertise: Dramatically improved
 - Database availability: Dramatically improved
 - Database environment quality: Dramatically improved
 - Database reliability: Dramatically improved
 - Database performance: Dramatically improved