



INTERACTIVE
INTELLIGENCE

CASE STUDY

Using Redgate Monitor to save 6 hours each day



Contents

The Customer

A business communications software provider

The Challenge

A single DBA keeping multiple servers running

The Solution

Eliminating manual checks with a well-organized monitoring tool that can be accessed anywhere

The Results

Savings of between two and six hours per day for their lone DBA

“From an aesthetic and organizational point of view, Redgate Monitor really stood out”

The Customer

Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to help businesses deliver a consistent customer experience across every contact channel.

Its flagship product is an all-in-one IP communications software suite, which can be deployed on-premises or via the cloud.

The Database Administrator (DBA) responsible for keeping things running at Interactive is the sole DBA on the IT systems infrastructure team. The group that manages the internal systems and hardware for Interactive’s production environment.

The DBA looks after the databases that power Interactive’s corporate phone system, enterprise resource planning, spam filters, SharePoint, and support ticketing. Server performance and uptime are among his top priorities.

“When I started here, there was no SQL Server monitoring in place. That seems to be the MO at a lot of companies, so it wasn’t surprising, but it meant everything was very reactive.”



6

HOURS SAVED PER DAY

10

SQL SERVERS

1

DBA

“I picked Redgate Monitor because Redgate has a great reputation in the industry. I knew their tools were well written and that I enjoyed using them.”

The Challenge

As the sole DBA, they need to make sure that the systems are up, so their clients can get orders and access their licenses.

“Often, we would hear about issues from end users, and that was the last thing we wanted.”

He needed to point a tool at his servers and find out a lot of information fast, such as if backups were happening, were there any performance bottlenecks, and if their hardware is working correctly.

“I didn’t want to have to stare at something all day that didn’t present that information very well, and from an aesthetic and organizational point of view, Redgate Monitor really stood out.”

“Redgate Monitor saves me a couple of hours a day, at least. If it’s a really bad day, it probably saves me six hours.”

The Solution

“Even during the trial, I found out so much information that I’d had no idea about before. I liked that I didn’t have to put anything on my SQL Servers, either.”

Checking job failures used to be a lengthy process for the team at Interactive. With Redgate Monitor, no time is wasted looking for the source of problems. Previously they wouldn’t know about job failures until somebody logged a ticket. The helpdesk would look into it, but it could take five or six hours to solve.

“Now, I can either get an alert at night, which I do for all job failures, or look at it in the morning, see exactly what didn’t run right, and take care of it before the users have a problem.”



The Results

The first thing the DBA does in the morning is open Redgate Monitor, look through the alerts from the night before, and check out anything unexpected.

“At night, I just keep an eye on my email, because I know I’ll hear about anything big that way.”

The web-based UI is a huge advantage for him. He can access Redgate Monitor outside of the office, using mobile devices, so he’s always the first to know about problems and can fix them before things escalate.

“It makes life so much easier to be able to access Redgate Monitor anywhere, on my tablet or phone. I get detailed information up-front. Sometimes there’s enough information to forward the alert to the development team without ever logging into SQL Server. It’s a huge time saver and allows me to work more effectively on the go.”

Redgate Monitor’s straightforward implementation, accessibility, and flexibility all contribute to helping the team at Interactive Intelligence, but ultimately it comes down to making life a lot easier.



“Redgate Monitor saves me a couple of hours a day, at least. If it’s a really bad day, it probably saves me six hours. When a director calls and asks, ‘Why is this slow?’, I don’t have to track it down from 10 different servers – I just go into Redgate Monitor.”

“But to me it’s really about making my life easier, making my job easier, improving server uptime – and all of this is made possible because I can be a lot more proactive. That’s a huge gain. Like most IT professionals, I get stressed if there’s something going on with the system that I don’t know about. With Redgate Monitor, I always know.”