



Association & Society Insurance

CUSTOMER SUCCESS

ASI Implements Precise to Ensure Top SQL Database Performance

Association & Society Insurance (ASI) provides supplemental health insurance plans for retired military employees and dependents. In 2006 the IT team at ASI was struggling with database performance problems which were eroding profitability, causing user frustration and dissatisfaction, and required an overstaffed IT team. Since implementing Precise, ASI has experienced better database performance, greater efficiency, and increased productivity.

For 30 years, ASI has provided supplemental health insurance plans, designed with The Hartford, for retired military employees and their families. When Greg Drauch joined ASI in 2006, the IT team was struggling with a poorly designed application which had been developed to process insurance claims. As employees began using the application more, they started having problems with database performance.

“Basically because of the inefficiencies of this application, we were not able to process as many claims and we were forced to add IT staff to support it, adding costs and impacting profitability,” said Greg Drauch, director of Application Development at ASI. “We finally brought in a database expert to resolve the problem. The expert quickly realized that the problem was more complicated than we originally thought, and started a search for a product or vendor to help resolve these problems. After analyzing several possibilities, they recommended we install Precise.”

Quick Return on Investment

“When we completed the initial implementation we could have never predicted how well it would work,” said Drauch. “In the first few weeks alone, Precise helped us shave five seconds off a transaction that we perform almost 15,000 times a week. This alone saves us 20 man hours a week, immediately boosting our productivity. This performance improvement alone covered the cost of buying the Precise product.” The IT team at ASI was able to make other improvements based on information that Precise provided and continues to benefit from its proactive transaction performance monitoring. By correlating user activity to a transaction’s response time across every tier, Precise has helped ASI’s

Organization Profile

The Association & Society Insurance Corporation (ASI) provides supplemental health insurance plans for retired military employees and their dependents. The company is based in Rockville, Maryland, United States and was founded in 1974.

Industry

Insurance

Solution

Precise for SQL

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Director of Application Development
ASI

IT staff identify problems faster. Once the problematic tier is identified, ASI uses Precise to drill-down into transactions to determine the root cause of the failure and get recommendations on how to resolve the problem.

Improved SQL Database Performance

Since implementing Precise, ASI has experienced improved SQL database performance, thanks to Precise's ability to proactively monitor, analyze and tune SQL databases. In addition, Precise for SQL helps ASI capture, measure and correlate performance metrics from all of their critical systems, providing them an integrated view of performance. This allows Drauch to detect and correct the root cause of database degradation before end users are affected.

Doing More with Less

Over the last year, ASI has experienced a challenge familiar to most businesses across any industry: having to do more with less. "The slumping economy has meant making certain cuts and has been a catalyst for us to look for ways we can manage our business better," explained Drauch. "One way Precise helps us do this is by giving greater insight into problems, which reduces time developers need to spend improving and fixing the system. Improved transaction efficiency has helped reduce the number of IT staff needed which resulted in cost savings for the company."

"One of the things we have done to manage our business better is to implement process improvements and Precise has helped us do this," continued Drauch. "An example of this was when we noticed a process was taking 25 minutes to query the database in preparation for a two hour print job. Using Precise we refactored and improved the query and added a few indexes which cut the querying time down to four minutes. Before Precise, trying to find a problem like this would take three to four days of research," explained Drauch. "Now with Precise we can identify problems quickly and even get recommendations on how to fix them."

Conclusion

ASI is very pleased with Precise and recommends Precise to companies looking for an application performance management solution. "We originally installed Precise because a database expert brought it in for preventative maintenance, but subsequent experience has truly sold us on the product," said Drauch. "With Precise, we were able to achieve quick results and see immediate benefits. I can't imagine doing my job without it," concluded Drauch.

More customer success stories can be found at: www.precise.com

SOLUTION AT A GLANCE

Business Drivers

ASI needed to implement an application performance management tool to help identify performance bottlenecks in a SQL database. These bottlenecks caused inefficient queries which resulted in IT processes taking too long to complete.

Business Challenges

Database performance problems caused decreased profitability, user frustration, overall dissatisfaction, and an overstaffed IT team.

Business Benefits

- Shaved five seconds off a transaction that is performed almost 15,000 times a week. This one fix saves 20 man hours a week.
- Gained greater insight into root cause of problem which reduces time spent by developers improving and fixing the system.
- Helped quickly identify a problem with a process that resulted in cutting the process time from 25 minutes to four minutes.
- Reduced number of IT staff needed which resulted in cost savings to the company.

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