

Ntirety is a provider of Database Administration As A Service® for thousands of Microsoft SQL Server, MySQL and Oracle databases around the world. When Ntirety implemented a different database and application performance management solution eight years ago, they quickly found out it wasn't going to meet their needs. By implementing Precise, they have increased their productivity and taken a proactive approach to application monitoring, allowing them to better serve their expanding customer base.

Organization Profile

Ntirety, based in Dedham, Massachusetts, provides remote database administration services for hundreds of clients across the United States and thousands of databases across the world.

Industry

Consulting, Managed Services, Database Administration As A Service®

Solution

Precise for SQL
Precise for Oracle

Choosing the Right APM Tool

Michael Corey, CEO and founder of Ntirety, is a recognized database expert. A frequent speaker at technology conferences throughout the world, he has written numerous articles and books on topics such as SQL Server Data Warehousing, Oracle Data Warehousing, Oracle Tuning, and several "Beginner's Guides." Because of his strong expertise in this field, Corey knows having the right tools are critical to the success of his business. "When I first started the business, we chose a product from another major vendor. As we started to grow the business, we quickly realized that the suite of tools we had bought just wasn't going to get the job done over the long haul," explains Corey.

Corey put together a team of his most senior people representing over a hundred years of database expertise and asked them to review all the tools in the industry. Their objective was to find a solution that would scale with the business and meet customers' critical needs. "We have clients in every industry possible. Every one of them has a database and depends on us to keep it up and running 24 x 7 x 365," Corey says. "When a client database goes down they are out of business. There is no room for failure. Precise was the only solution that our experts felt would get the job done."

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Michael Corey

CEO

Ntirety

Increased productivity

One of the biggest benefits that Ntirety has seen from using Precise is increased productivity. "Precise is a terrific time saver that allows my

people to be more productive. Our DBAs are at least four times more productive than a traditional in-house DBA,” states Corey. “We are able to accomplish more because we have the right tools, the right processes and the right people.”

By correlating user activity to transactions’ response times across every tier, Precise allows Ntirety’s staff to identify problems quickly. Once the problematic tier is identified, Precise provides the ability to drill-down in the context of the transaction to determine the root cause of the failure.

“With Precise, my team has a consolidated view of performance that supports a collaborative resolution process,” Corey adds. “This ensures everyone—both in my organization and that of the customer—is aware of exactly what is happening. This transparency helps us work together to keep problems from affecting end-user productivity or breaching SLAs.”

Proactive Application Monitoring

Precise lets Ntirety set limits and thresholds for their customers’ key database measurements such as CPU loads, buffer cache levels and I/O wait times. Once a preset threshold is breached, alerts are triggered which provide Ntirety with early warnings about potential application or database failures.

Ntirety’s staff no longer spends time watching performance counters. With Precise, Ntirety has a new definition of proactivity. “In most cases, we identify and remediate problems before our clients are even aware that they exist,” Corey explains.

Making the Migration

In 2008 Precise was spun out of Symantec to again become an independent company, solely focused on delivering the best application performance management solutions. When Corey heard the news, he was excited. “With Precise back as an independent company, I know exactly what their focus is, and that lines up exactly with what my needs are.”

Ntirety took advantage of Precise’s Symantec Migration Program, preserving its investment in Symantec APM products while insuring support and updates directly from Precise. “Doing the migration was a no brainer,” says Corey. “Precise is a very strategic vendor for us, and we wanted to make sure we had direct access to the product experts in their customer support organization.”

Precise’s recently released 8.5 product was another key driver for the migration. Corey states, “Our ability to centrally manage thousands of customer environments, while keeping our costs down, makes Precise 8.5 a very attractive proposition for us. They continue to deliver on their

Business Drivers

Implement the best database application performance management tool that would scale with their business as it grew

Business Challenges

- Fast growing company that needed to ensure high customer satisfaction levels
- Find the best application performance management tool available to support a diverse customer base
- Implement a product that could handle a company that is doubling in size every year

Business Benefits

- The in-house DBAs at Ntirety are four times more productive than traditional in-house DBAs
- Customer Satisfaction exceeded 96% eight consecutive years
- 95% customer retention

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promise of letting us do more, with less!”

Corey explains, “The migration was easy to do and Precise was great to work with every step of the way. Now that the migration is done, my team is taking full advantage of Precise’s expertise. They are also leveraging the experiences of the user community in the Precise forums as well. As a long time customer, it’s great to see so much enthusiasm for a product we believe so strongly in.”

Conclusion

“Precise helps us meet our service goals and exceed our customers’ expectations,” says Corey. “Precise is a key reason we have an eight year track record of near-perfect customer satisfaction—which is unheard of in our line of business.” Ntirety recommends Precise to other companies looking for an application performance management solution. “Precise is a world-class technology solution. It was the right decision eight years ago to use Precise and it’s the right decision now,” concludes Corey.

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