Recruit Co., Ltd.

CUSTOMER SUCCESS

Avoiding Expensive Upgrade Costs with Precise Apllication Performance Management Solution

Wanting to integrate Extended UNIX Code (EUC) applications into RINDBERG, the company's data warehouse system, but lacking available capacity, Recruit Co., Ltd., sought to deploy an application performance management solution. The publishing company selected Precise i³™ for Oracle as the basis for monitoring RINDBERG application performance. With Precise i³ for Oracle, Recruit streamlined application processing, querying, and reporting requests within RINDBERG, resulting in a 25 percent to 33 percent reduction in data warehouse server workload. The publisher was subsequently able to integrate EUC applications into RINDBERG without additional hardware and software expenditures and is able to postpone server replacement for three years.

"Precise i³ for Oracle has enabled us to target the true causes of our problems. As a result, we have reduced our data warehouse server loads by 25 percent to 33 percent. We were also able to review and optimize other applications, allowing us to postpone server replacements by at least three years."

Shigefumi Kimura

Manager, FIT Department 1, HR Business System Group

Recruit Co., Ltd.

'Triple play' digital TV, Internet and telephony services

Formed as an advertising agency for a university newspaper in 1960, Recruit Co., Ltd., is involved in everything from publishing magazines to providing human resources services. With more than 4,000 employees, the Tokyo-based company had revenues this year exceeding 362.2 billion yen (US$3.31 billion).

Recruit's business operations place a high demand on information processing. The company therefore built a customized data warehouse system called RINDBERG, which is used for data loading, queries, analysis, and reporting throughout the company. Based on Oracle databases residing on an HP and HP-UX server environment, the RINDBERG system has a data capacity of about 250 gigabytes—supporting nearly 400 databases across all divisions of the company. The loading, processing, and analytical capabilities of RINDBERG were originally designed to support 250 to 400 concurrent users and 6,000 to 8,000 SQL statements. As the need to integrate Extended UNIX Code (EUC) applications arose, however, RINDBERG began to experience performance degradation.

Company Profile

Recruit Co., Ltd., (www.recruit.co.jp), based in Tokyo, Japan, with more than 4,000 employees and US$3.31 billion in annual revenue, provides publishing, human resources, and consumer information services

Industry

Publishing

Solution

Application Performance Management,

Precise i³ allows Recruit to proactively monitor, analyze, and tune its database server operations

Previously, EUC applications, used for Japanese and other language content, accessed data stored on an IBM mainframe using the IBM 3270 emulation program. As it became too slow to access the data, employees became increasingly unwilling to use the solution. The obvious solution was to port the EUC applications to RINDBERG. However, RINDBERG was already operating near peak capacity and would be challenged to handle the extra tasks.

On closer examination, the company determined that RINDBERG's capacity was burdened by complex and inefficient process requests and thus was not being efficiently utilized. In addition, the magazine division for Recruit experienced varying processing demands, at different frequencies for each magazine—weekly, monthly, and semi-annually, depending on publication intervals. As such, the IT organization often received last-minute EUC application processing requests. These transaction events resulted in significant spikes in transaction volumes.

Recruit determined that by streamlining application processing, querying, and reporting requests that go into RINDBERG it could use its existing data warehousing infrastructure to obtain the desired data processing capacity—including accommodation of these periodic spikes in transaction volumes—without adding hardware resources.

Identifying the solution

The solution to these business requirements lay in a database application performance monitoring tool that would allow Recruit to proactively monitor, analyze, and tune its database server operations. Specifically, Recruit needed a monitoring tool capable of analyzing individual SQL statements. Among the handful of available tools on the market, only Precise i³ for Oracle was able to meet this requirement.

Recruit uses Precise Indepth™, part of the Precise i³ product suite, to analyze real-time performance data in various ways, such as the number of programs in use, user identification, SQL statements, and time frames at regular intervals. It stores this performance data for future or additional analysis over a one-year archive cycle.

Tuning targets and understanding application loads

When a problem occurs, Precise Indepth for Oracle searches the historical data file using tools in a friendly graphical user interface in order to perform detailed performance analysis and tuning. Recruit also uses Precise Indepth to continuously monitor performance measured by response time to end-users.

"We regularly collect these performance analyses called 'health cards',"

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says Shigefumi Kimura, a manager in Recruit's FIT (Federation of IT) Department 1, HR Business System Group. "These health cards enable us to quickly identify the cause of a problem and also distinguish a user misunderstanding from a real problem."

For Recruit, the results of using Precise i^3 for Oracle were dramatic. Before the software was implemented, the company only knew the total load on the RINDBERG server. By examining the SUM_PROGRAMS view provided by Precise i^3, Recruit is able to clearly identify applications that are causing problems.

"Precise i^3 for Oracle has enabled us to target the true causes of our problems. As a result, we have reduced our data warehouse server loads by between 25 percent and 33 percent. We were also able to review and optimize other applications, allowing us to postpone server replacements by at least three years," explains Kimura. This postponement helped Recruit avoid significant cost expenditures in hardware, software licensing, and ongoing maintenance support. Given the rapid growth of data, Recruit plans to replace the RINDBERG server with a new system soon. Kimura says, "I'm confident that the system will perform well when new Oracle database versions are introduced. We aren't worried because we now know how to control the system."

Just as companies rely on key employees, Recruit knows it can rely on Precise i^3 for Oracle to continue supporting efficient operation of its business-critical applications well into the future.

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

SOLUTION AT A GLANCE

Business Drivers

- Avoid significant infrastructure upgrade costs

Technology Challenges

- Integrate Extended UNIX applications into data warehouse system-RINDBERG
- Create additional load capacity for RINDBERG

Solution

- Database application performance management solution

Precise Products

- Precise i^3

Technology Environment

- HP-9000/K570 (6-CPU) server
- HP-UX server
- Oracle database

Business Value and Technical Benefits

- 25% to 33% reduction in data warehouse server workloads
- Significant cost avoidance, including ability to postpone server replacements for 3 years