INTERNATIONAL RETAIL COMPANY
Db2 DATABASE SUPPORT AND MANAGEMENT

ORGANIZATION

The client is an international retail company with more than a half-dozen direct market business. For over two decades, the company has been a prominent supplier of high-end home and apparel brands. They distribute millions of catalogs annually, delivering a large volume of packages, as well as operating more than a dozen retail and outlet stores. The client is part of a large retail group comprising a number of leading retail brands, reaching approximately 380 million homes worldwide via television networks, eCommerce sites, social pages, mobile apps, print catalogs, and in-store locations. As a leader in social and mobile commerce, the retail group is among the top eCommerce retailers in North America.

BY THE NUMBERS:

222 Million Catalogs Distributed Annually

6 Million Packages Delivered Annually

21 Retail Locations

KEYWORDS

Retail, Database Administratin, Db2, eCommerce

SOFTWARE

IBM Db2

IBM Db2

CHALLENGE

The client did not have the internal resources necessary for maintaining and managing their increasing Db2 landscape. Their database staff was experiencing resource pressures during off-hours support as well as the day-to-day workload around installations, upgrades, testing, and other database administrative processes required for fully functional database operations.

They needed skilled Db2 resources who could take instructions, run with them, and deal with any unexpected outcomes. They also needed vacation coverage, on-call backup, and the expertise of a sounding board to help figure out the more difficult problems and collaborate on world-class solutions.

SOLUTION

XTIVIA partnered with our client to develop a plan to provide much-needed resource support. In addition to assisting their sole DBA successfully upgrade to the most recent version of Db2 across their entire database footprint, XTIVIA's database team helped with the following operational goals:

- Maintain proper administration throughout testing cycles
- Worked to improve patching and development for optimal performance and recovery
- Developed a consistent schedule for application release install/upgrade and off-hour support
- Customized the ideal environments for database testing and production
- Maximize database availability across all environments

BUSINESS RESULT

By partnering with XTIVIA as an outside service provider, the client was able to save on database administration as opposed to hiring additional in-house support. Their savings are multifold: they not only saved on bottom-line prices but were able to save time and manpower. After XTIVIA's involvement, their team is able to focus on their projects and priorities rather than on database management.

"Because of XTIVIA's partnership, I can focus on the strategic initiatives that keep my environments secure, recoverable, and most importantly, available."
– Sr. Db2 DBA, Digital Platform Engineering