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$5.6k

average cost of downtime per minute

Managing Costs, Service and Risk

A decision-maker's guide to database performance monitoring

THE CHALLENGE

Database management is a business-critical function that directly affects organizational profitability. A database that's not running optimally is going to frustrate users who depend on maximum availability to get their jobs done and annoy customers who expect peak performance to complete their transactions.

Historically, databases tended to be monolithic and standardized across the organization. DBAs wielded considerable authority due to their platform expertise and control over the entire database environment. Those days are gone. Now, lines of business exert more decision-making control over the systems and applications they need to satisfy customer demands. Consequently, DBAs are being asked to manage disparate databases from multiple vendors running on-premises and in the cloud. And, they must maintain optimal performance on all of them, while reducing downtime and disruptions.

Meanwhile, agile development has increased the speed at which applications are being built and the frequency of code migration into production. In addition to traditional RDBMS, applications are also being developed for open source platforms like Postgres, or NOSQL platforms like Mongo DB, Cassandra and others.

These shifts have added more complexity to the database environment, forcing DBAs to scramble just to keep up with an increased volume of database activity and user demands. With little time to think ahead, DBAs are constantly reactive and can miss the problems that cause unplanned downtime – and their financial repercussions. According to Gartner, the average cost of IT downtime is $5,600 per minute. Because there are so many differences in how businesses operate, downtime costs range from $140,000 - $540,000 per hour, with an average of $300,000 per hour.

HOW THIS AFFECTS YOU

Database stability affects every business – here are just a few examples:

Healthcare – a system failure that prevents medical professionals from accessing data can jeopardize human lives

Banking and Finance – outages can affect a bank's ability to process customer transactions; brokerages can lose millions if trading is even briefly interrupted

Government – lost or stolen data could be disastrous, resulting in delayed payments that would cause hardship for recipients and recovery efforts that could last for months

Retail and Manufacturing – outages that prevent order processing can cascade through an entire supply chain and disrupt just-in-time fulfillments

Travel and Transportation – failure in air traffic control systems would cause massive delays and dangerous conditions; performance slow-downs would also cripple reservation systems

The top five business consequences of downtime include:

- Transactional/sales losses
- Lost or damaged data
- Customer dissatisfaction
- Slow restart/return to full business operations
- Regulatory compliance exposure

You Need Comprehensive Database Performance Monitoring

Foglight® for Databases improves service, reduces risk and controls costs

A BETTER WAY

Business leaders always try to strike a balance among cost, service and risk. Spend too little, and service will suffer while risk increases. Add more headcount and costs will rise. Eliminate risk, and the company might be safe, but will fail to innovate. By trying to address near-term issues, you may run counter to long-term business goals.

What if there was one tool that would allow DBAs to meet the growing service demands of the business while minimizing risks and controlling costs? That tool is Foglight® for Databases.

WHAT YOU CAN DO WITH QUEST

Reduce cost

Salaries are the largest direct cost for a database team, especially since professionals with specialized skills are generally highly-compensated. Tools and processes that enable these expensive resources to work more efficiently are an important factor in reducing costs and boosting productivity.

By providing a panoramic view of multiple databases and automating repetitive performance monitoring tasks, Foglight makes it possible for a DBA to manage more databases without sacrificing service levels. This reduces the need to add headcount.

Improve service

Databases carry a service level expectation that is either implicitly understood by the administration teams or formalized into a service level agreement. Given the vital role of the database to the application, the service level is typically aligned with application criticality and measured by availability and response time.

By creating a cross-platform performance view, Foglight brings together teams that were previously siloed by point solution tools. This consistency gives DB teams a common language, provides clarity into issues and reduces the blame game. With increased collaboration and visibility, DBAs can proactively diagnose and resolve performance slowdowns before they turn into downtime.

Minimize risk

Database operations carry multiple levels of risk – the risk of business disruption due to instability, slow performance and downtime; the risk of data loss and theft; and the risk of regulatory non-compliance.

By capturing historical performance data, Foglight enables DBAs to see deviations that could indicate performance issues, or something more sinister, like data exfiltration. Foglight consolidates information across multiple databases, on-premises and in the cloud, to generate customized views, dashboards and reports that bolster audits for regulatory compliance.

To effectively manage databases and the DBA team, the focus must be on three primary business metrics: cost, service and risk.

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