



Save Money, Reduce Risk with Progress Managed Database Service

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Service Wire Intro

- Founded in 1968
- Manufacturer of heavy commercial and industrial wire and cable
- 3 manufacturing facilities – WV, TX, and AZ
- Over 4,000 products



Service Wire Environment

- Went live with QAD in 2008
- Started with QAD version 2008
- Currently running QAD 2014 on Linux
- 24/7 – 130 users
- Third party applications
 - 32Soft, ProntoProgress, Global Soft, FAS, Eagle
- Additional QAD solutions
 - CSS, EAM, CRM, QXTend



Service Wire Challenges



- Small IT staff
 - 1 person back in 2008
 - Not QAD focused
- Met Bravepoint at Explore
 - Contracted with Bravepoint to upgrade to QAD 2011
- Decision factors
 - Bravepoint had both breadth and depth of knowledge



QAD Upgrade 2011

- Bravepoint brought in early
- Onsite resource
- Developed a plan
- Performed the installation
- Helped with unit testing
- No issues in go-live



Managed Database Services (MDBA)

- Successful upgrade to QAD 2011
- Bravepoint built the system
- Makes sense to have Bravepoint manage the system
- Much lower cost than an FTE



Service Wire MDBA Support

- Software based solution
 - Sampling and monitoring software installed
 - Sends email alerts to on-call DBA
 - Each database has it's own thresholds
 - Primary DBA – Darren Rhoads
 - 3rd Primary over 10 years
 - On-call support team when Darren is not available
 - No level 1 support – DBA Team is on-call
- On-boarding service
 - Install the management software
 - Documented out environment
 - Make stability and tuning recommendations
 - A mini DB health check
 - Useful Web based monitoring dashboard
 - Monthly reports
 - We archive these and use to drive project planning

What Service Wire Gets

■ Included

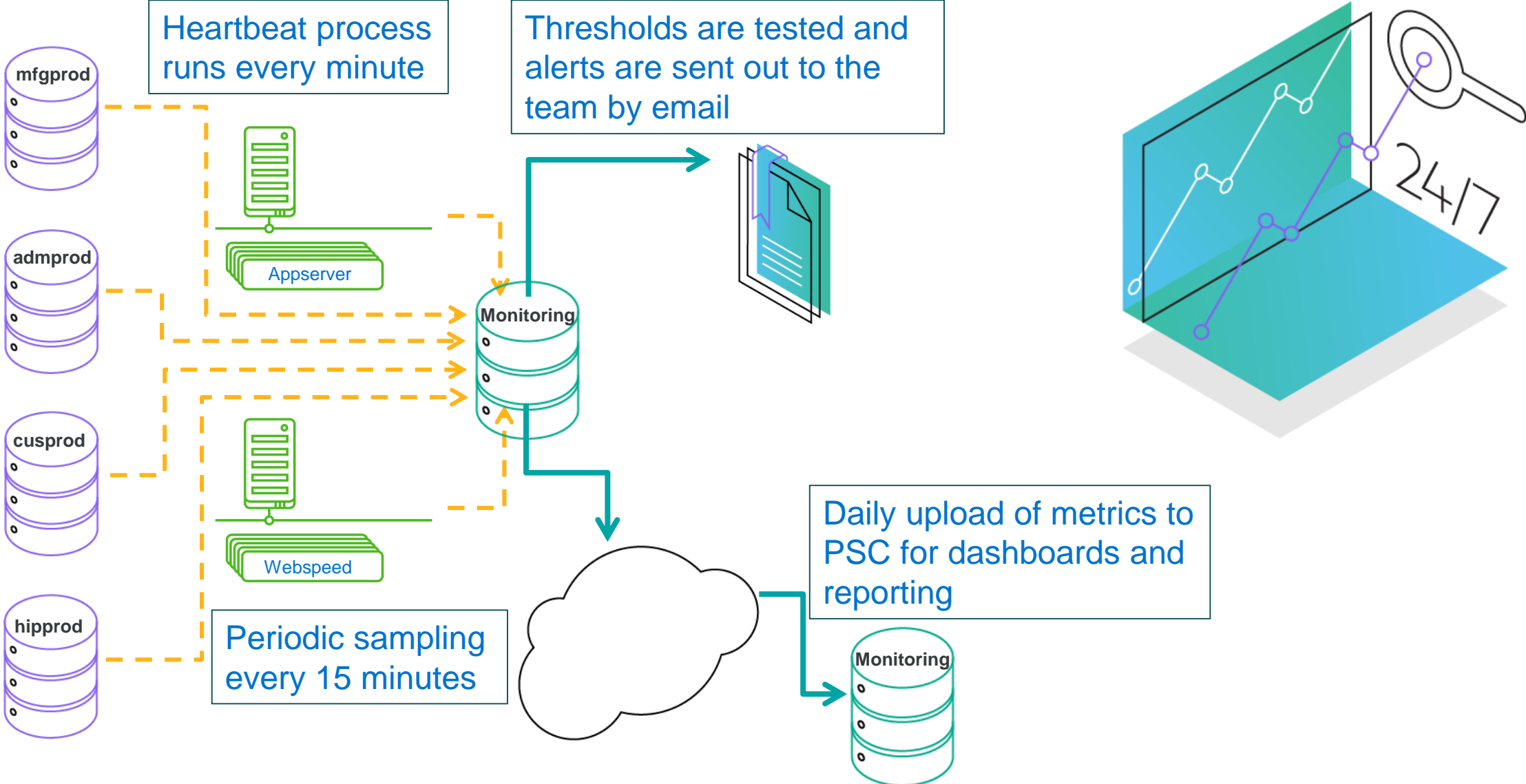
- Any reactive service for business critical issues
 - Normal billing rates start after the 1st hour
- Web based dashboard
- Proactive analysis
- Monthly reports
 - Provide 6 month trend
 - Capacity planning forecast for next 6 month period
 - Identifies upcoming maintenance items
- Technical advice

■ Additional costs

- QAD upgrades
- Working on test environments
- Non production issues
- Planned work
 - Scripting
 - Projects



How the Software Works



QAD 2014

- Leveraged Progress Services
 - Progress bought Bravepoint in 2014
- Based on previous positive upgrade experience
- All remote
- Very hands on
 - Was the key to success



Platform Migrations

- Moved to a virtual machine (VM)
- Brought MDBA Services in early
 - Recommendations made
- Recommendations not followed
 - MDBA Services worked with the vendor to get a solution in place
- Constant tuning helps



How Service Wire Uses Managed Database

- Bravepoint (now Progress) MDBA has complete control over the QAD environment
- Primary DBA is a key advantage
- Extension of my staff
- Most times I hear about issues from MDBA before I hear from my QAD user community



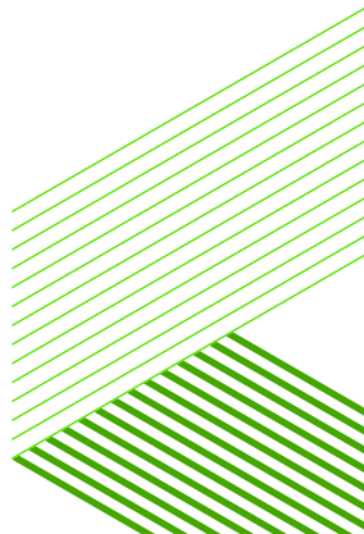
MDBA Team is an Extension of Service Wire IT

- 16 additional team members
 - 350 years of combined QAD experience!!
- Access to 25 functional and technical QAD experts
- This power team got us through 2 upgrades
 - 2008 > 2011 > 2014
- And a platform migration
 - Physical to virtual



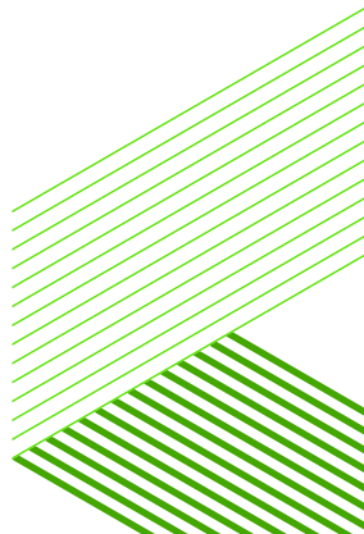
Disaster Recovery Planning

- Our MDBA Services owns the DR plan for QAD
- Bravepoint built it and tested it
- We did a complete mock failover
 - The new environment was up in under 3 hours



Disaster Recovery Planning

- It's more than the database
 - Many of our issues are system freezes, disk space, etc.
 - MDBA Services was there to resolve and do root cause analysis on all of it



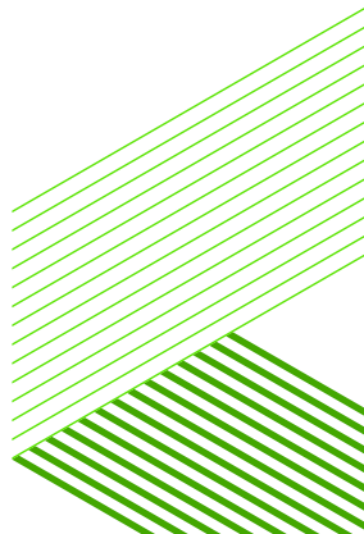
Cost Savings for Service Wire

- Quick resolution to business impacting issues
- No need for onsite staff
 - No need for training
- Knows our environment well



Summary

MDBA is my constant consult. As I comb through our system, looking for issues, MDBA are the first service I contact should I see any problems. More times than not, however, they see it before I do.



Questions and Answers

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