

# RETAIL CASE STUDY

**CONDUCTOR4SQL**

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## Managing Over 1100 Decentralised SQL Instances with Speed & Resiliency

### ABOUT THE CASE

Peter Gace, the Group Systems Manager for a prominent retail organisation listed on the JSE, faces a daunting task. His responsibility lies in overseeing the support of over 1100 SQL Instances spread across Sub-Saharan Africa. Managing such a widely dispersed SQL landscape presents numerous challenges, demanding significant resources and time.

Initially, Peter and his team attempted to tackle the situation using their own methods. Unfortunately, this approach proved to be slow and time-consuming, often taking days to retrieve the necessary data. Recognising the need for a more efficient solution, Peter collaborated with the Group IT executives and CIO to evaluate alternative approaches. Ultimately, they reached a consensus and identified Conductor4SQL as the preferred database management tool to enhance the administration and synchronization of their database environment.

To implement this solution, the organisation partnered with EnterpriseWorx, a leading software solutions provider known for their expertise in database management. With their guidance and support, Peter's team embarked on a transformative journey to streamline their operations and improve the efficiency of their SQL landscape.



**This product has  
paid for  
itself in the  
benefits that we  
have immediately  
obtained,"**

Peter Gace,  
the Group Systems Manager

## THE CHALLENGE

A compelling challenge for Peter Gace and his team, as they strive to leverage Conductor4SQL and EnterpriseWorx's implementation expertise to overcome the resource and time-intensive nature of supporting a distributed SQL infrastructure.

### 01 Time-intensive Managing Dispersed SQL Instances

One of the significant challenges of managing dispersed SQL instances is the time-intensive nature of the task. Handling SQL instances that are spread across different servers or locations can be extremely demanding and time-consuming.

### 02 Too much time & resources spent on Database Administration

The excessive amount of time and resources spent on database administration. Database administration encompasses various tasks such as database deployment, configuration, optimisation, maintenance, monitoring, and troubleshooting. However, when these activities consume a disproportionate amount of time and resources, it hinders the overall efficiency and productivity of the organisation.

### 03 Struggling to Identify Discrepancies in Databases

A major challenge faced is struggling to identify discrepancies in databases. Discrepancies can arise due to various reasons such as data corruption, synchronisation issues, human error, or system failures. However, detecting and resolving these discrepancies can be a time-consuming and complex task, posing significant challenges for DBAs.

## THE SOLUTION

Conductor4SQL offers an extensive array of features, delivering exceptional value compared to other SQL monitoring and alerting tools in terms of cost. This comprehensive functionality ensures streamlined operations and effective database administration while keeping expenses at a minimum.

### 01 From One-tool Manage Dispersed SQL Instances

Conductor4SQL provides essential features like security, auditing, task automation, and real-time data synchronisation. Its message queue platform guarantees reliable message delivery, even during network or power failures. This minimises the need for human intervention, streamlining operations and boosting efficiency.

### 02 Reducing the time & resources

Conductor4SQL provides enhanced functionality with security, system standardisation, detailed reports, and comprehensive auditing. Centralised data synchronisation reduces administrative workload, while clients gain real-time visibility for prompt decision-making. It optimises operational efficiency and proactive response.

### 03 Synchronisation of Dispersed Instances

The retail giant implemented Data Syncing for real-time updates to a centralised master database. This enables prompt identification of discrepancies, ensuring immediate resolution. Data Syncing allows proactive resolution of differences, ensuring consistent data throughout.

**“What I started to do via my own methods was a slow process and took days to get back all the required data. With Conductor4SQL, I can do the same process within a couple of minutes,”**

says Peter Gace – Group Systems Manager



Conductor4SQL simplifies the process of managing SQL databases by eliminating the need for individual connections and enabling mass-scale execution of SQL tasks with a single click. By identifying discrepancies in table structures, defaults, and keys, Conductor4SQL allows prompt resolution of issues, enhancing overall efficiency and preventing major problems. In a large multi-store environment, database standardisation plays a crucial role in ensuring quality control, operational efficiency, and customer satisfaction.

Conductor4SQL efficiently compares and resolves discrepancies across the entire database landscape, promoting data consistency.

The Data Synchronisation feature of Conductor4SQL is utilised by the retailer to obtain real-time data from various database tables across multiple servers. This data serves multiple purposes, including transaction matching, reporting, and archiving. Additionally, Conductor4SQL enables bi-directional data synchronisation, facilitating the push of master or configuration data from a central server to the store level.



**“Conductor4SQL identifies differences in the table structures, defaults, primary and foreign keys etc. What a pleasure to identify and address the discrepancies before they become a major issue for us,”**

Peter Gace – Group Systems Manager

## THE RESULTS



Security, auditing, governance, task automation, system standardisation and real-time data synchronisation from a single console.



Reduced the demand on Resources and exception Management with alerting for any potential issues.



Dispersed Data Synchronisation Reduced from weeks to hours, real-time data availability for reporting.

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