DAUGHERTY Business Solutions

Company Sees 50% Reduction in Data Processing Time with New EDW

SUMMARY

Daugherty develops a new Enterprise Data Warehouse to replace a legacy system. Data processing time was cut in half and the company can now confidently consolidate two billing systems.

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BUSINESS CHALLENGE

This cable TV system operator serves nearly 6 million subscribers in 40 US states, making it the #4 cable company. They depend on the Enterprise Data Warehouse (EDW) for critical analytics. The company had been experiencing significant performance and reliability issues associated with the shortcomings of the legacy EDW system. Due to normal business growth, the daily batch process to load the EDW was taking longer than 24 hours and the system was not meeting its daily SLA with the business customers. With the upcoming consolidation of two billing systems into one, meeting the daily SLA was not possible. The planned consolidation could potentially bring the legacy EDW system to a halt. There was a critical need to design, build and migrate the EDW to completely new hardware that would provide the required performance lift.

SOLUTION

Daugherty provided Project Management and was able to provide significant functional and performance improvements to the EDW. The new environment—a first of its kind—rotates two synchronized images of the EDW. Users will be pointed at the active system while the offline system is being refreshed/updated. After a day's EDW load generation is complete, it is copied to one of the two secondary generations and the Microstrategies™ reporting application is then pointed to this generation. This allows the report users to see static data rather than in-flight data as was the case with legacy EDW. This load/copy process is repeated on the next day into the other secondary generation. By designing two secondary generations that rotated on a daily basis, we were able to de-risk the business by providing a fallback environment in case of corrupt data or disaster situations. Performance enhancements were provided by the purchase of four new servers with much more horsepower than the existing EDW servers. In addition, the ETL jobs were performance tuned to the new hardware allowing for additional lift.

"What once took north of 34 hours to process is now taking 15 to 17 hours. This is important as we head into the next two billing conversions. The legacy system would not have been able to support the next two conversions."

- SVP, Information Technology

RESULTS

At the time the new EDW system was released, the legacy EDW required some 30 hours to process daily loads. Since the release, the new system averages 17 hours to process the same data. This was the critical improvement required for the billing system conversion.

"Thank you and your team for the recent EDW upgrade. As you know, EDW is a critical management tool for us, and given the increasing complex environment we're working in, hardware upgrades such as this help us protect and scale our valuable asset. I'm sure this project took an incredible amount of time and detailed planning, and I appreciate all the effort you and your team put into it."

- President and CEO