



Temporary Employment Agency Adecco Monitors its Databases with Spotlight® on SQL Server and Increases the Performance of its ERP System with Performance Analysis for SQL Server

Registered in Switzerland and managed by a multi-national team, Adecco is a Fortune Global 500 company and a global leader in Human Resources services. The company coordinates temporary employment for 700,000 workers with several thousand business clients every day. In Germany, Adecco employs 20,000 employees at more than 260 branches. When access and performance problems began to plague its central corporate application, the company turned to Quest Software for help.

The Challenge

Adecco controls most of its business processes through a central ERP system, Disy, which is based on a SQL Server 2005 database. Processing all business activities through a single system provides a consistent flow of information within the organization, ensuring smooth operations, but the performance of such systems often suffers during periods of peak demand. Disy's performance dropped to unacceptable levels during month-end payroll processing, when about 600 Adecco employees all need to access Disy's database.

Providing additional hardware did not resolve Disy's performance issues, so Adecco began to search for tools that could monitor its database environment, find the root cause of Disy's performance problems, and help tune its environment to prevent future performance issues.

The Quest Solution

Adecco staff attended a Quest workshop and knew almost immediately that the products being demonstrated were a great fit for their company. "When Quest's presales team introduced Performance Analysis and Spotlight on SQL Server, it was clear after just one workshop day that we had found broad support," recalled Jürgen Becker, application developer at Adecco. "Both products have been supporting us ever since."

Performance Analysis is a comprehensive database workload analysis tool that offers both real-time and historical monitoring and problem resolution. Specifically, Performance Analysis continuously monitors and analyzes database performance to detect anomalies and inefficiencies and determine their root causes, all without degrading database performance. Moreover, Performance Analysis provides expert advice for resolving performance issues and customized recommendations for database tuning based on workload, configuration and applications.

Spotlight on SQL Server is an easy-to-use, agent-less solution that provides real-time monitoring of the SQL Server environment, including all threshold values—a critical feature for Adecco. Spotlight provides an intuitive overview of database activity so you can assess all database performance at a glance, without custom-tailored scripts or burdensome utility programs. Any activity that does not conform to the normal behavior for the environment is clearly highlighted, with easy drilldown to find the source of the problem.

The Bottom Line

Adecco used Performance Analysis to analyze Disy's performance problems and quickly found the root cause. Adecco had assumed that the problem was a bottleneck caused by the payroll application run at the

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- Jürgen Becker
Application Developer
Adecco

Overview



Headquarters

Glattbrugg, Switzerland

Services

Temporary employment

Critical Needs

- Optimize performance of central corporate application
- Monitor SQL Server database to avoid bottlenecks

Solutions

- Spotlight on SQL Server
- Performance Analysis for SQL Server

Results

- Quickly diagnose root cause of performance problem in critical ERP system, enabling easy resolution
- Provide at-a-glance monitoring of database performance and automatic notification of problems
- Enable proactive database monitoring to prevent performance issues

end of each month, and had invested a great deal of effort investigating that application. But Performance Analysis revealed a tiny bug in another, seemingly unimportant function. The high number of requests was causing lock conflicts, so users trying to access the system were actually blocking each other. With this diagnosis, Adecco was able to simply exchange two lines of code, and no more blocking issues occurred.

“With Performance Analysis, we gained a new vantage point on our corporate application,” explained Becker. “Before, we just had to look at obvious causes and huge procedures. Now Quest’s product also shows us small mistakes that can sum up to bottlenecks. Performance Analysis helps us to screen our application and all processes behind it.”

Adecco’s investment in the Quest tools has yielded benefits far beyond resolving Disy’s critical performance issue. Performance Analysis logs all important performance data 24/7, displaying irregularities and bottlenecks in a detailed process analysis. Adecco administrators use the tool’s concrete warnings and tuning recommendations to resolve problems and to optimize the database as it grows and as user behavior changes.

Spotlight on SQL Server helps Adecco by continuously monitoring the SQL database and highlighting potential problems. Moreover, Adecco appreciates Spotlight’s ability to notify administrators when performance problems arise. “In contrast to the use of Windows standard applications, we are able to get a very good overview of all relevant performance values of our database,” said Becker. “Spotlight on SQL Server is effectively our Swiss army knife for the database. Very beneficial is also the fact that we do not need to have a look on our monitoring console all the time—Spotlight notifies us automatically by e-mail about possible bottlenecks and troubles.”

With the help of Spotlight and Performance Analysis, Adecco can quickly get to the root cause of performance problems and tune its environment to actually prevent problems. “The good thing about these tools is that we can run them without the need to administrate them daily,” explained Becker. “With Performance Analysis and Spotlight, we can identify where bugs are and react quickly.”

About Adecco

Adecco S.A. is a world market leader for human resource services. Headquartered in Switzerland, the Fortune Global 500 company has 37,000 employees at more than 7,000 branches in over 60 countries. Every day Adecco coordinates the temporary employment of 700,000 workers with several thousand business clients. Experts from specialized business divisions and subsidiaries advise organizations and employees concerning personnel and personal career management. In 2007, Adecco achieved a turnover of 579.6 million euros. For more information, visit www.adecco.com.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest’s Foglight® application management solution unifies IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at www.quest.com.

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