



## SUCCESS STORY.

# Rackspace To Azure Datacenter Migration & Managed Services

### About the Client

The client is a leading professional funeral and memorialization service provider, with a mission to offer comfort and care to the deceased family. The client is an industry leader in memorializing the deceased and their legacies and honoring their living ones.

The client manages 75+ cemetery, funeral, memorialization and cremation locations in the USA.

### Business Challenge

The client's existing application database wasn't performing as per expectations; the databases configuration was not as per industry standards. Challenges included slow running queries, intermittent connectivity issues, error in fetching reports and locks & deadlocks resulting in customer complaints and escalations throughout the IT organization. Hence, the client engaged Infogain to:

- Migrate the Datacenter from Rackspace to Azure
- Support and monitor the Database 24 X 7

### Infogain Solution

The project was executed in several phases, successfully migrating the Datacenter from Rackspace to Microsoft Azure through a traditional backup restore method. While taking a closer look at the database configuration, the team identified glitches such as improper resource allocation and lack of data standardization, which were resolved.

For Azure managed services, Infogain offered the client its "SQL Plan" advanced service offering, which included Proactive Database Configuration, Scheduled Database Backup, Database Health Check, Performance Tuning, and High Availability Monitoring.

#### RIGHT SIZING THE INFRASTRUCTURE

Infogain used its in-house developed proprietary tool – EnSight, to create an accurate inventory of compute instances, workloads, applications and databases for the client's working environment. Additionally, Infogain leveraged EnSight to capture resource utilization to right-size Cloud solutions for capacity and performance. The key parameters analyzed by the tools included:

- Stored data capacity
- Data utilization
- Resource utilization
- CPU utilization

Infogain installed the complete backup of the client's system on MS Azure and set-up an automated alert system to highlight issues related to the application database.

## MANAGED SERVICES PROCESS

Infogain followed a combination of proactive and reactive management to detect database issues and fix them before it hampers application working.

- In case of an alert, the L1 team generates a ticket, which is automatically communicated to the client and L2 team via E-mail
- L2 team immediately works on the issue, fixes it and notifies the L1 team. In case of any back-up related issue, Infogain's L2 team directly contacts the Microsoft Azure team and gets it resolved without involving the client
- Once, the issue is completely resolved, L1 team notifies the client and sends them a detailed report on the incident

The client database monitoring leveraged 3rd party tools such as SQL Powershell and T-SQL.

## PROACTIVE DATABASE MANAGEMENT

Infogain ensured smooth functioning of the database at peak hours and improved application load times, enabling an enhanced customer experience. Proactive Database Monitoring included:

- Adopting DB Configuration best practices
- SQL Server Memory Configuration
- Data File Configuration
- File Growth Configuration
- Scheduled database backups

## PERFORMANCE TUNING & HIGH AVAILABILITY MONITORING

Infogain ensured that client's application met the performance criteria and enabled peak efficiency by optimizing the application performance. This was achieved through periodic performance tuning based on response times, transaction rates, resource utilization, etc. The activities under Performance Tuning included:

- Scheduled Automated Tuning
- Monthly Performance Optimization Review
- Monitor Mirroring
- Monitor Log Shipping

## Technologies Used



TOOLS / LIBRARIES  
T-SQL, POWERSHELL



DATABASE  
SQL Server, SQL Azure

## Client Benefits

### BETTER CUSTOMER ENGAGEMENT

Industry standard database configurations and 24x7 monitoring and fine tuning resulted in improved application performance and decreased downtime, creating more satisfied and engaged customers.