www.softbase.com

20 Fall Pippin Lane	Phone: 800-669-7076
Suite 202	Phone: 828-670-9900
Asheville, NC 28803	Fax: 828-670-9909

Attach Facility Provides Relief for a Leading Pharmaceutical Company

Background

For large companies, a smooth running database is critical to business operations. Problems in production applications can spell millions of dollars in lost revenue. If a problem does occur, Database Administrators (DBAs) and their development team need to identify and fix it as soon as possible. Every minute spent troubleshooting can add to lost revenue and leave open the opportunity for expensive production errors.

Our case study is a global healthcare leader working to help the world be well, and whose 2010 revenues approached $50B. Offering a wide range of prescription and OTC drugs, and with roughly one-hundred thousand full-time employees, this successful organization has improved the lives of millions around the world.

Challenge

In 1993, the company needed a quick and easy way to see details on DB2 SQL errors occurring in batch. There was a problem in the DB2 production database, and the database staff was unable to find the cause. Several important production applications were regularly returning ambiguous "Return Code 0" error messages, but offered no additional information on the problem.

When an SQL error occurs, developers and DBAs need to quickly see its details in order to identify its cause. The messages alerted them to the existence of DB2 SQL errors, but failed to provide enough information to identify the sources. Each time a "Return Code 0" occurred, database staff would attempt to track down the source. This often meant searching through DB2 logs, application source code, and other data for hours, with no guarantee of success.

With the production database's integrity at risk, and excessive time and money being spent on application troubleshooting, the company needed a solution for quickly identifying DB2 SQL errors.

Solution

The pharmaceutical company selected SoftBase's Attach Facility™ to improve their DB2 batch processing and to help troubleshoot SQL errors. With Attach Facility, the database staff was able to quickly identify DB2 SQL errors in batch and determine their causes.

www.softbase.com

20 Fall Pippin Lane   Phone: 800-669-7076
Suite 202   Phone: 828-670-9900
Asheville, NC 28803   Fax: 828-670-9909

Attach Facility will automatically format and output DB2 SQL error messages to a standard print file named SQLMSGS. Users can quickly see the actual DB2 SQL error codes shortly after they occur, and use this information to identify and correct the root cause. Attach Facility also outputs SBAIN/SYSTSIN parameters, as well as any error messages about those parameters.

Benefits

For nearly 20 years, Attach Facility has allowed the company to quickly identify DB2 SQL errors codes when troubleshooting DB2 batch errors, ensuring that DB2 batch runs efficiently and saving valuable employee hours. "It's a great product," said the company's Lead DBA. "It works quite well. Of all the batch DB2 products we run, Attach Facility is the one I am most confident in."

"It was clear that this company immediately saw the value of Attach Facility," said Gary Blair, Founder and CEO of SoftBase. "The database staff was able to find the cause of each SQL error very quickly. Considering the savings from less time spent troubleshooting, Attach Facility has more than paid for itself."

In addition reporting errors, Attach Facility provides a number of powerful features that enhance the batch DB2 environment and improve application reliability.

Attach Facility:

- Eliminates the use of TSO, saving storage resources.
- Improves batch processing time by reducing an application's commit frequency with its patented Variable Commit Frequency (VCF) feature.
- Eliminates concurrency and deadlock timeouts with its Lock feature and patented ENQ Serialization feature.

As application reliability is a top priority for DBA's, Attach Facility has proved to be an invaluable tool for the company. A very satisfied customer since 1993, the Lead DBA remarked "Attach will be here forever as long as we are running DB2 batch jobs."

About SoftBase

SoftBase, a division of Quadrant Software, is committed to creating a better DB2 development experience. By combining decades of DB2 expertise with a set of proven DB2 testing and performance-tuning tools and an unmatched customer support team, SoftBase delivers – helping application developers and DB2 administrators create reliable, high-quality DB2 applications faster and with ease. With SoftBase you can count on tools that work as promised, and a knowledgeable support team available 24/7 to answer questions.

That's SoftBase: Proven Technology. Proven Tools. Proven Partner.