



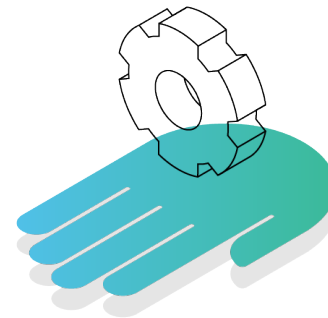
Progress OpenEdge MDBA Services

Marek Bujnarowski – Manager MDBA Services EMEA

FinPUG 2019 SEMINAR, Helsinki – 23 May 2019

Progress Consulting Services

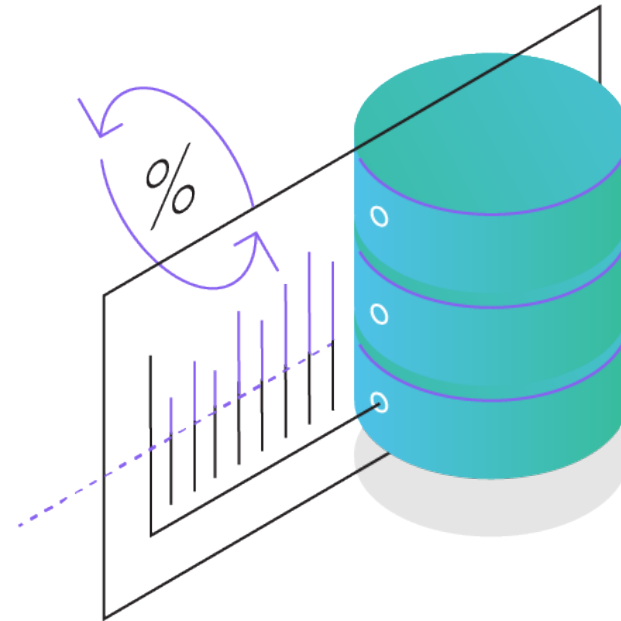
- We can solve any database problems
 - *Including recovery from disasters and corruptions*
- We participate in any backend related projects
 - *Implementations, upgrades, migrations, DR planning*
- **Database Health Checks**
 - *The most "popular" engagement*
 - *Structured and quality oriented approach*
 - *Comprehensive assessment*
- **Managed Database Service**
 - *Subscription based service*
 - *24/7 continuous coverage*



Need a Hand?

Database Health Checks

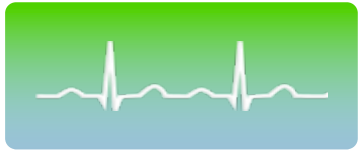
- Comprehensive look at the application environment
 - Collect performance metrics for 24 hours or more
 - Machine configuration and speed of various components
 - Database configuration
 - AppServer and WebSpeed configuration
 - Client configuration
- DB Health Check Report
 - Comprehensive – 30+ page reports
 - Shows key metrics and graphs
 - Value based recommendations



MDBA – How can we help?



- Reinforcement and cost optimization of Business Continuity Plan



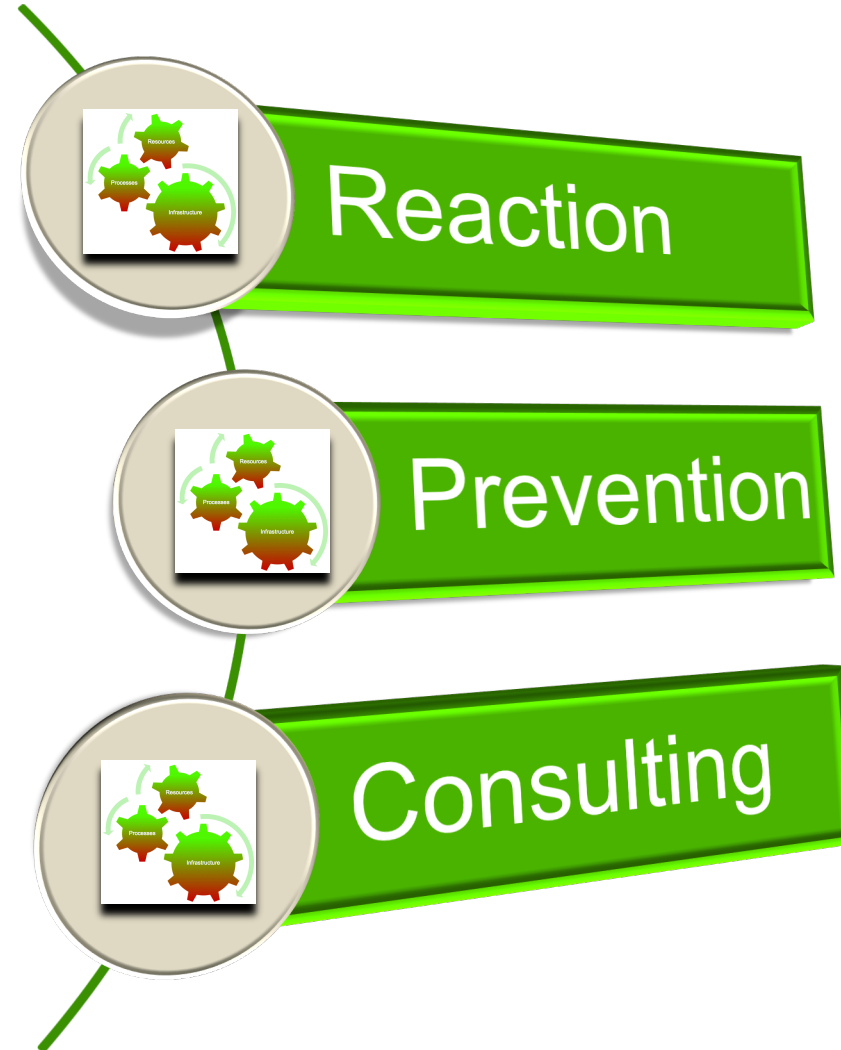
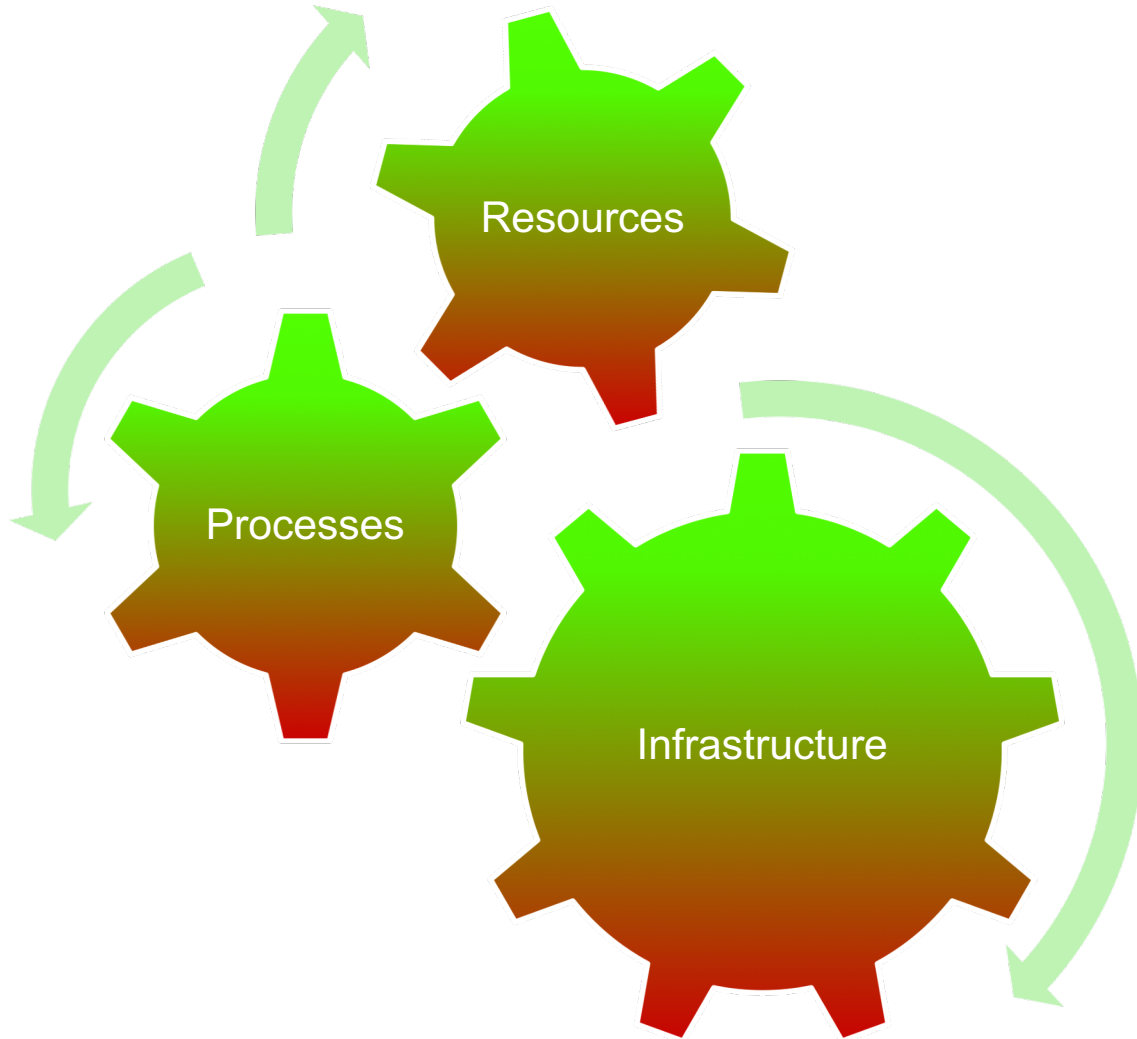
- Ensuring required level of High Availability
- Shortage of skilled experts in a competitive market



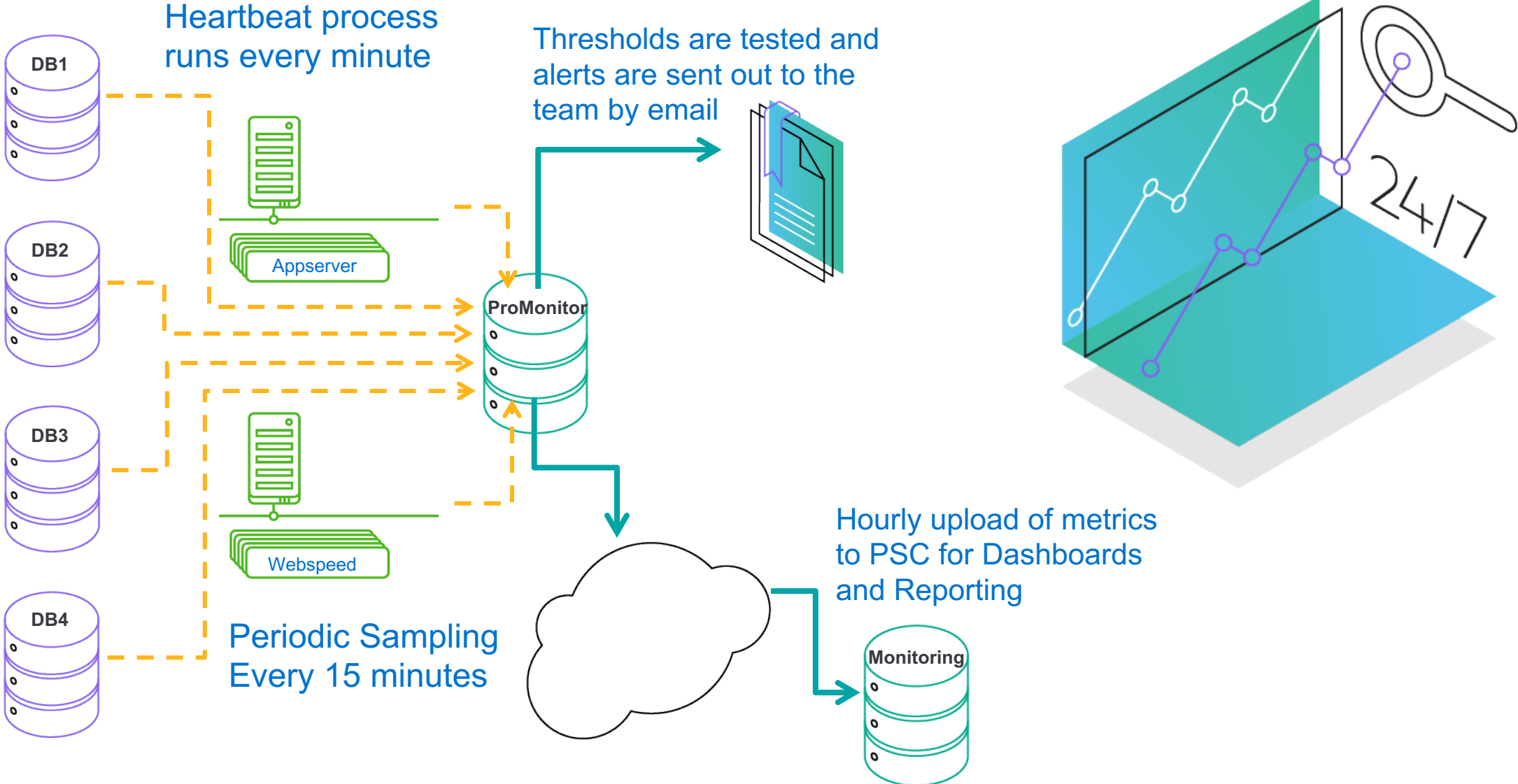
- Ambitious plans for growth



Model of (MDBA) Service package

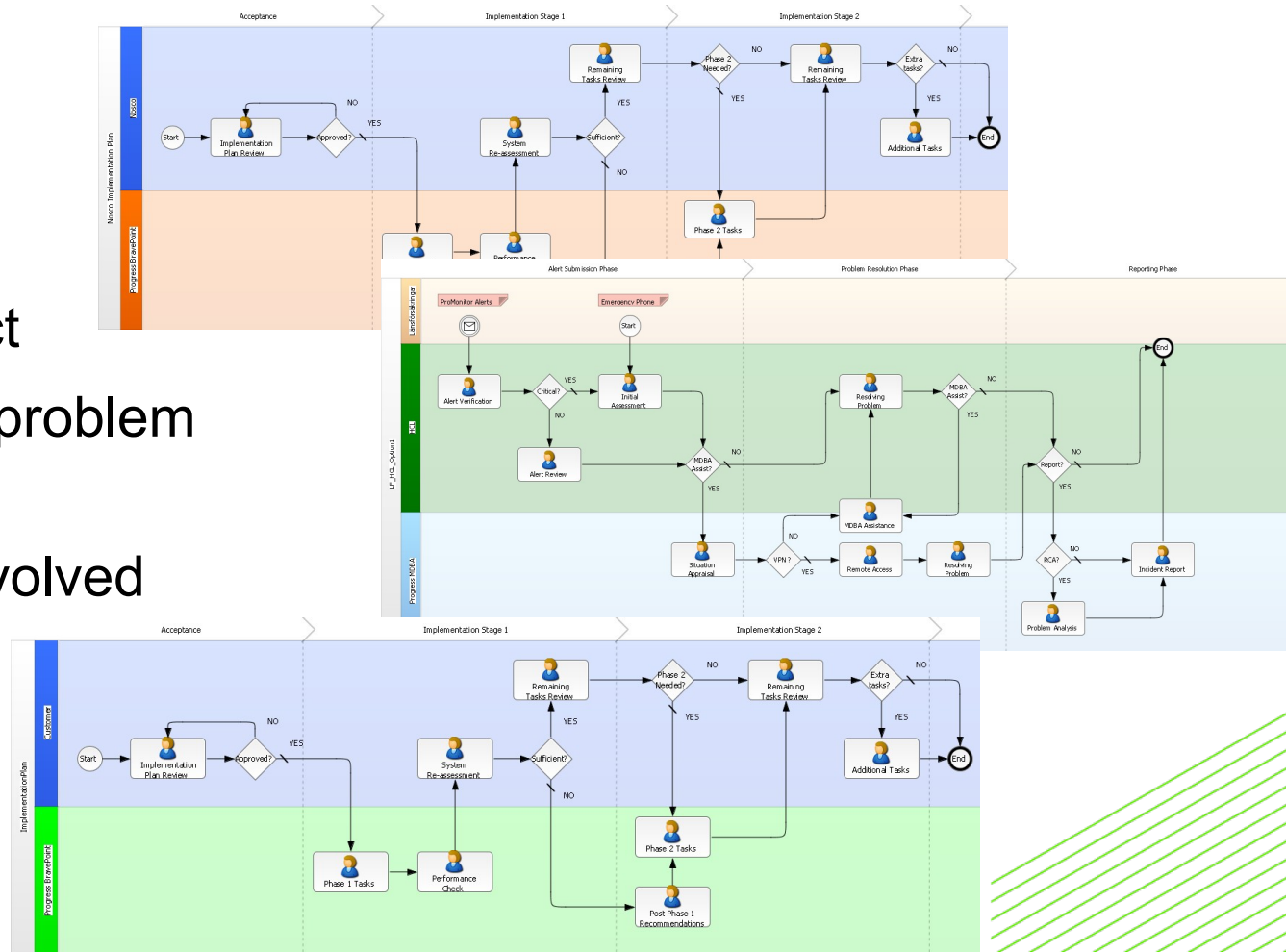


Infrastructure for Monitoring - ProMonitor



MDBA Processes – We know...

- What should be monitored
- What needs extra attention
- When to notify about events and react
- What needs to be done to rectify the problem or prevent it
- Where priority is and who must be involved
- Consistent steps for recurring events
- Rules of engagement



Resources - MDBA **Global** Team

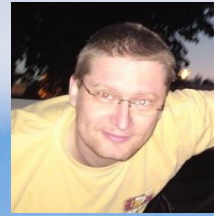
- **Mike Furgal** – Director of MDBA & Pro2 Services
 - Former Developer of the database
- **North America Support**
 - 11 Consultants – each with 20+ years experience
 - Technical Support & Consulting background
- **Australia Support**
 - 3 Consultants – each with 20+ years experience
 - PSC Technical Support background
- **EMEA Support**
 - 5 Consultants - each with 20+ years experience
 - PSC Technical Support & Consulting background



95% of surveyed businesses using Progress Managed DBA describe the knowledge and experience of their Progress consultants as really great or “off the charts amazing!”

Resources – Introduction to MDBA **EMEA** Team

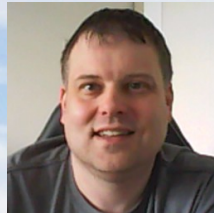
- **Libor Laubacher** – based in the Netherlands



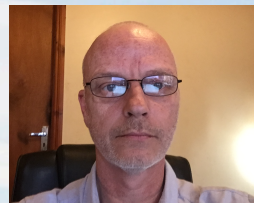
- **Vladimir Zalda** – based in the Netherlands



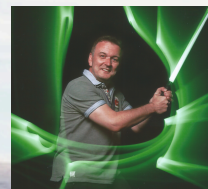
- **Kevin Jones** – based in UK



- **Gareth Payne** – based in UK



- **Marek Bujnarowski** – based in the Netherlands



95% of surveyed businesses using Progress Managed DBA describe the knowledge and experience of their Progress consultants as really great or “off the charts amazing!”

MDBA Operational Aspects

■ **Reactive services**

- Responding not only to user requests but also reacting to automated events generated by our monitoring software

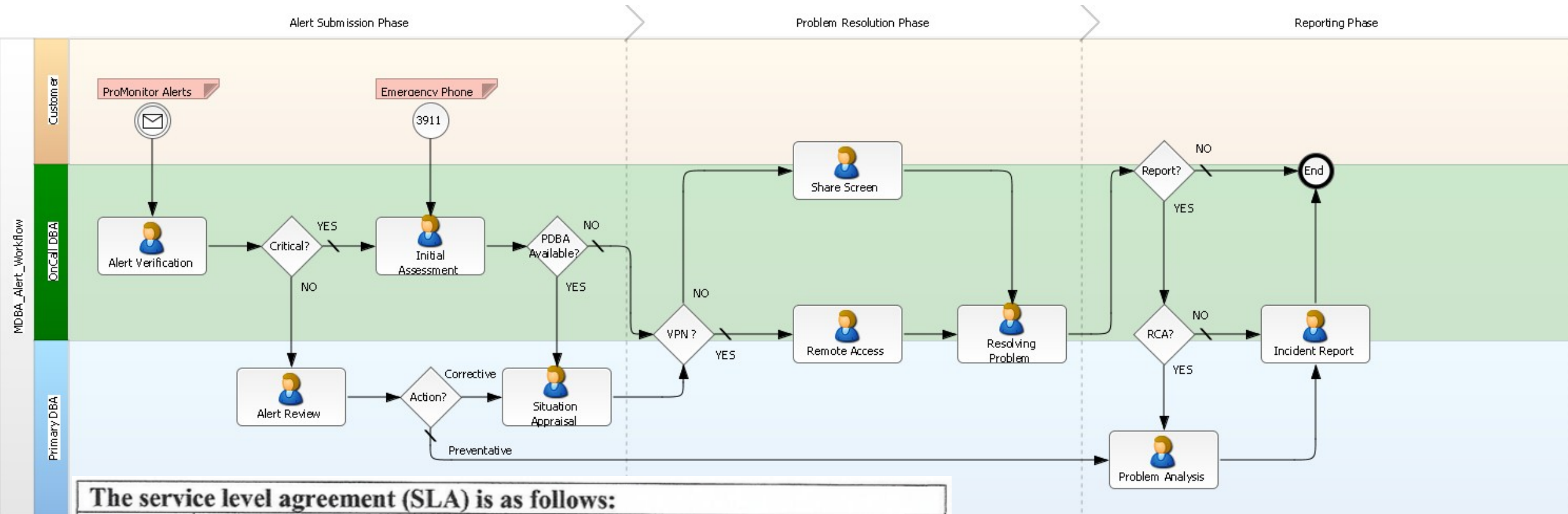
■ **Proactive/Preventative services**

- Collecting trend data and using alerting policies to act BEFORE problems happen

■ **Consulting services**

- Technical advice and assistance
- Technical account management
- Participation in extra projects without additional paperwork

Reactive Service - Critical Alerts Workflow



The service level agreement (SLA) is as follows:

1 hour	Database down situation – Service Provider will respond to the Client within one hour of being notified of the issue 24x7x365.
2 hour	For questions, technical support, minor issues, Service Provider will respond to the Client within 2 hours during client business hours Monday – Friday, excluding Holidays

Proactive Service - Dashboards & Trending Data

Busiest Table Report
 Customer: Hagebau
 Day View [Total View](#)

Database: [pavar](#) Site: Date: 01/20/18 [Busy Table Trend](#)

Area	Table	Reads	Recs in Table	Ratio	Size (GB)	Create	Update	Deleted	OS Reads	-B2
paLVData	S_Aktion	38,612,787	16,695	2,312.84	0.00	15	83	0	0	no
paLVData	XKT_Record	26,613,896	5,909,876	4.50	0.78	0	0	29	0	no
paLRHVData	S_AktionDatum	22,971,930	5,453,713	4.21	1.14	332	19,016	29	144,266	no
paLRVHVData	S_Artikel	18,624,877	8,121,943	2.29	2.29	653	27,333	0	194,140	no
paMRVHVData	E_ArtLiefDatum	17,652,944	24,925,080	0.71	2.86	3,930	11,771	94	247,134	no
paLVData	ML_Lagergruppe	14,539,851	22	660,902.32	0.00	0	0	0	0	no
paHRCDData	BJ_Job	11,712,217	54,826	213.63	0.02	741	20,092	30	79	no
paMRMVData	DRC_CustomizedObject	7,842,591	21,390	366.65	0.00	0	0	0	20	no
paIADData	IA_Statistik	7,502,907	104,047,556	0.07	18.60	33,574	3,530,791	11,578	55,372	no
paMRMVData	S_ArtGruppe	6,271,802	88,143	71.15	0.01	0	14	0	1,235	no
Total		172,345,802	148,639,244			39,245	3,609,100	11,760	642,246	
Grand Total		275,440,599				855,536	5,037,412	206,301	2,770,259	

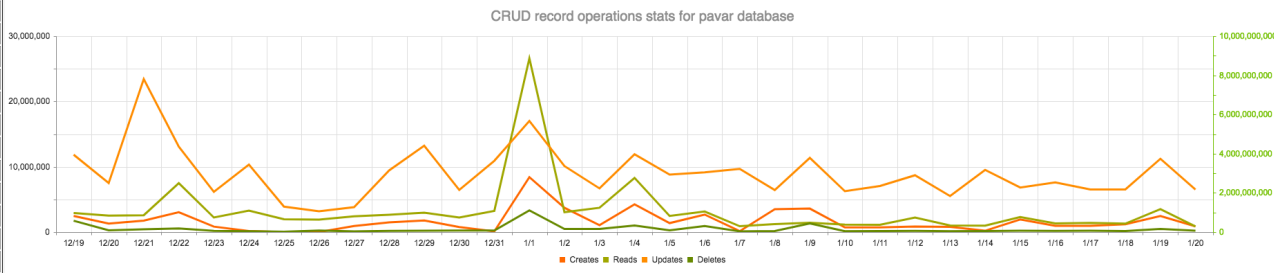
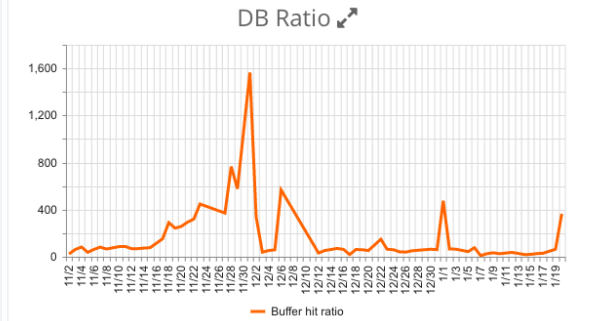
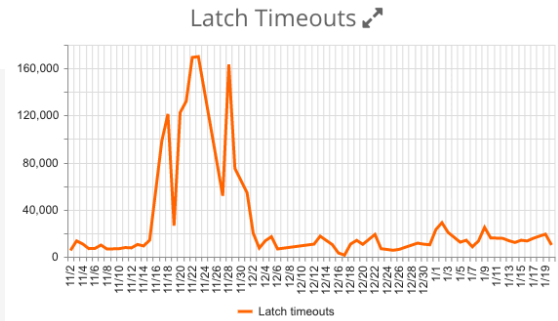
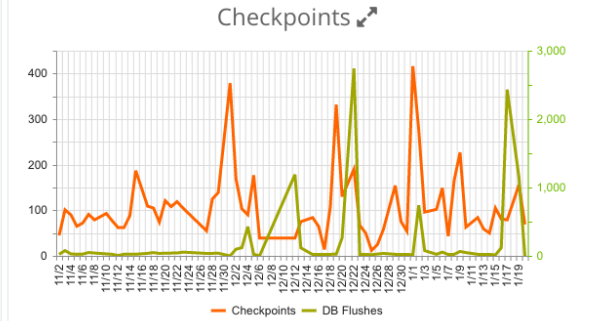
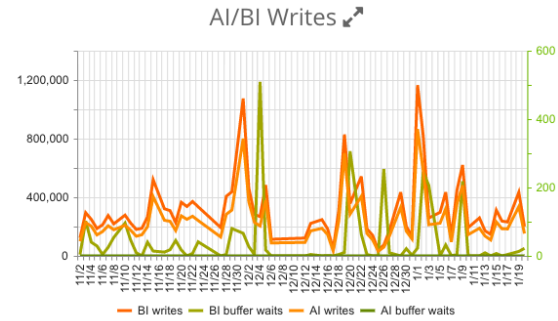
Customer Info	DB Info	BI Info	AI Info	DB Features
Customer: Hagebau (189) DBA: KJ Database: pavar Uptime: 1.77 Days Version: 10.2B	Blocksize 8 KB DB Data 432,532 MB # Areas 23 DB Alloc 532,141 MB Free Space 99,609 MB (18.72%) # APWs 5 Large Files Yes Create Date: Aug , 20:37:47	Blocksize 16 KB Cluster Size 32,768 KB BI Data Size 2,720 MB # extents 0 BI Alloc Size 6,000 Free Space 3,280 MB (54.67%) BIW yes	Blocksize 16 KB # extents 5 AIW yes AI Archiver Yes	5 Large Files 8 After Image Management/Archiver 9 64 Bit DBKEYS 10 Large Keys 11 64 Bit Sequences

Startup Parameters From: 01/20/18

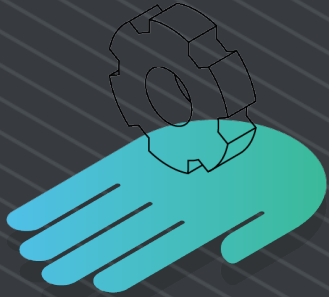
Buffer Pool (-B)	2,500,002 (19,531 MB)	Lock Table (-L)	300,000 (6,782 in-use)
Spinlocks (-spin)	36,000	Users (-n)	337 (314 Max)
Servers (-Mn)	69	Directio (-directio)	no
BI Buffers (-bibufs)	200	AI Buffers (-aibufs)	200

Activity [Seconds Graph](#) [CSV File](#) [Alerts](#) [DBAnalsys](#) [Busiest Table](#) [Transactions](#) [CRUD Total](#)
 Warn Limits: CPs: 1,440 DB Reads: 8,640,000 Ratio: 20 Record Reads: 8,640,000,000 Latch Timeouts: 864,000

Date	CPs	Fish Buf	Users	DB Requests	DB Reads	Ratio	Rec Rds	Rec Cr	Rec Up	Rec Del	Undos	DB Writes	BI Writes	BI Waits	AI Writes	AI Waits	Latch TO	Restarts
01/20/18 (Sat)	78	0	276	1,066,016,326	2,957,416	360	288,984,550	875,613	6,506,107	213,365	18,698	675,826	223,021	22	172,205	0	10,916	0
01/19/18 (Fri)	158	1,144	296	3,846,927,650	59,414,740	65	1,169,015,571	2,455,835	11,220,530	477,884	22,933	1,565,232	440,802	13	340,901	0	19,580	0
01/18/18 (Thu)	81	59	309	1,588,445,018	58,448,127	27	430,697,730	1,184,302	6,526,524	155,471	2,779	642,924	251,750	0	183,973	0	15,391	1
01/17/18 (Wed)	86	2,432	298	1,866,761,872	59,468,772	31	472,580,147	953,023	6,521,513	215,171	119,842	768,772	248,487	4	197,376	0	16,561	0
01/16/18 (Tue)	87	119	298	1,638,421,711	57,292,775	29	441,867,035	945,078	7,609,305	183,081	41,596	743,578	253,751	0	198,154	0	14,158	0
01/15/18 (Mon)	108	13	302	2,316,687,247	109,947,493	21	770,576,420	1,936,372	6,818,695	201,581	5,323	782,749	320,999	7	238,185	0	14,429	0
01/14/18 (Sun)	66	23	167	1,186,826,453	56,651,362	21	331,148,893	205,598	9,518,149	158,725	2,371	296,956	188,520	0	140,926	0	14,101	1
01/13/18 (Sat)	67	23	280	1,250,863,844	40,542,806	31	334,352,924	785,339	5,514,265	143,662	1,570	618,670	190,771	9	151,829	0	14,439	0
01/12/18 (Fri)	89	23	302	2,188,617,464	58,467,792	37	736,568,581	840,876	8,694,169	195,826	3,384	812,714	272,657	2	199,590	0	16,307	0
01/11/18 (Thu)	75	3,693	303	1,477,105,816	55,245,263	27	370,954,535	707,331	7,046,201	153,476	18,408	768,000	233,568	0	171,824	0	16,142	1
01/10/18 (Wed)	70	48	303	1,592,842,748	58,215,824	27	384,057,181	712,116	6,252,808	127,213	9,897	652,489	214,902	0	159,552	0	16,763	0
01/09/18 (Tue)	234	65	309	2,043,872,083	58,631,821	35	473,225,604	3,591,358	11,358,507	1,311,320	9,856	1,041,892	639,842	220	495,945	0	25,918	0
01/08/18 (Mon)	168	23	314	1,582,496,246	57,609,847	27	403,699,494	3,510,814	6,435,686	161,549	3,367,668	905,808	455,110	3	360,103	0	13,754	0



Database Consulting



Need a Hand?
Consulting Services

- DBA team is available for database projects
- Platform Migration
 - We do this once a month for a customer
- Dump and Loads
 - We do this every weekend
- OpenEdge Version Upgrades

■ OpenEdge Feature Implementation

- OpenEdge Management
- OpenEdge Auditing
- Transparent Data Encryption
- Table Partitioning
- OpenEdge Replication
- OpenEdge Multi-tenancy
- OpenEdge SSL
- Pro2 Replication

MDBA - What the service includes

■ Included

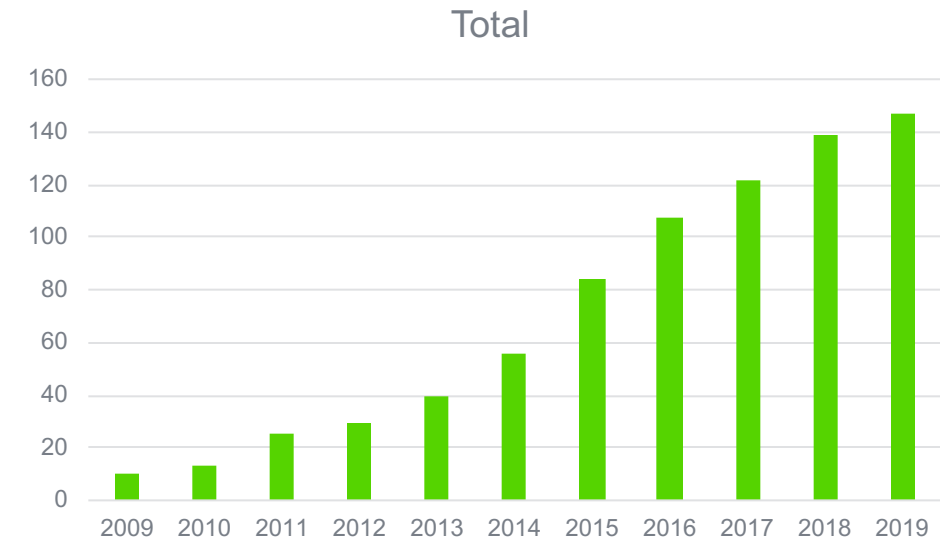
- Any Reactive Service for business critical issues
 - Normal billing rates start after the 1st hour
- Web Based Dashboard
- Proactive Analysis
- Monthly Reports
 - Provide 6 month trend
 - Capacity planning forecast for next 6 month period
 - Identifies upcoming maintenance items
- Technical Advice

■ Not Included

- Planned Maintenance
- Non-production Issues
- Project work
- Database Health Checks
- Disaster Recovery

Managed Database Metrics

Started in 2006



Customers

140+

Number of Databases

2000+

Total Database Size

140+ Terabytes

Total Connected Users

175,000+

Metrics as of January 1, 2019

Progress MDBA Customers in EMEA



Nice-Pak International



Taylor
Wimpey



