

Major Telecommunication Company Discovers that Syncsort DMEExpress Is the Best Tool for “Changed Data Capture”

Commentary by Mitchell Light

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Background

The explosive growth of information coupled with increasing demands for customer service has left many companies looking for more efficient ways to refresh and maintain their customer databases. Changed data capture (CDC), the process of isolating changed records, has provided a solution for one major provider of telecommunication services.

Challenge

The database and systems administrators at this nationwide telecommunication company recognized the need to upgrade their internal systems. One of their goals was migration of vast Oracle customer care databases from mainframe to UNIX with subsequent implementation of Data Guard, Oracle’s management, monitoring, and automation software infrastructure.

In their mainframe environment, Oracle refreshes had been executed every night. Now on UNIX, the arduous PS/SQL process plus the massive amounts of nightly loads became unwieldy and prevented implementation of Data Guard. CPU and memory bottlenecks, caused by the enormous Oracle refreshes, needed to be unclogged.

The administrators realized that instead of loading upwards of 57 million records per night, which the Oracle refresh required, they needed to load only a fraction of those records – those that had changed or were new. They set off to implement a method to isolate

changed and new records, and they discovered that this process, called changed data capture (CDC) or delta processing, is among the most resource-intensive data processing functions.

Solution

While still on the mainframe, the administrators unsuccessfully sought a way to perform efficient CDC using the tools they had in house. These efforts continued throughout the mainframe-to-UNIX migration process. Finally, they turned to Syncsort Inc., who offered to demonstrate the CDC capabilities of DMEExpress, which is capable of fast and sophisticated joins, sorts, merges, and summarizations.

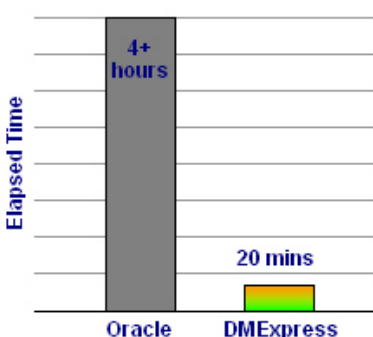
running on SUN V890 servers with 4 dual core processors in a Solaris 10 environment.

By exploiting its Advanced Data Management (ADM) functions, as well as its Oracle Source and Target features, DMEExpress was easily inserted into the customer care nightly job flow, where it now swiftly identifies new and changed records, and then neatly updates the customer care databases each night. The total savings in elapsed time is an astounding 92% – reduced from 4 hours to 20 minutes. And, more importantly, the process has freed CPU and memory so that the company could implement Data Guard and complete its year-long conversions.

Conclusion

Through Syncsort’s free proof-of-concept program, this telecommunication company learned that DMEExpress’ changed data capture is the fastest and most efficient in the industry. Their database and systems administrators are happy with the results – freed CPU and memory and significant savings in elapsed time for their overnight jobs. These improvements have enabled the company to provide improved customer service. Plus, as one Oracle DBA asserted, they are already discovering new, unexpected ways to make beneficial use of DMEExpress.

Major Telecom Company Improves Nightly Customer Care Process by 92% with DMEExpress



It took only one demonstration for the telecom company to be convinced that DMEExpress provided the solution they sought. Syncsort’s “proof-of-concept” was performed on the company’s actual data and equipment and was immediately adopted. The proof-of-concept was carried out on the company’s Oracle 10g databases

