

#### CASE STUDY



## Wasserstrom: Fast Data on Half the Hardware

#### **About Wasserstorm**

The Wasserstrom Company, which began as a local, family-run business, has steadily grown to become one of the largest restaurant suppliers and distributors of foodservice products in the world. Headquartered in Columbus, Ohio, and with five state-of-the-art distribution centers strategically located throughout the United States, Wasserstrom can efficiently fulfill almost any order within two business days of purchase. With an inventory of more than 30,000 different SKUs and over 2,000,000 square feet of warehouse space, Wasserstrom has what you need, when you want it, in-stock and ready to ship. With more than a century of experience and a team of over 1,200 dedicated associates, Wasserstrom remains a family-owned and operated company offering products and services that are second to none.

www.wasserstrom.com

#### Challenges

A complex business, such as Wasserstrom, requires frequent information about operations in order to plan for the future, control present activities, and to evaluate performance - fast. All the while, keeping costs down, and profit margins up. With over 1,200 employees, and over 2,000,000 square feet of manufacturing, distribution and sales space on three continents, Wasserstrom needs all the power of fast data, while simultaneously dealing with the challenges of increased spending on hardware and infrastructure.

# wasserstrom

"A complex business, such as Wasserstrom, requires frequent information about operations in order to plan for the future, control present activities, and to evaluate performance - fast. All the while, keeping costs down, and profit margins up."

**DBI** CONTACT INFO.



**VISIT DBI** WEBSITE





#### CASE STUDY

Wasserstrom prides itself in getting the right data, to the right place, at the right time. In the fast paced world of online shopping, they know that being fast and right is the only way they will retain customers, provide a superior user experience, and stay ahead of the competition – broadening their scope and growing their customer base.

Martin Hubel, DBA consultant, troubleshooter, and trainer to Wasserstrom knows just how important fast data is to stay competitive in today's market. When Martin arrived at Wasserstrom, they had just gone live with SAP in a DB2 LUW environment. As with many SAP installations, there were several performance issues that needed attention and remediation. Wasserstrom needed a tool that could help them identify those issues fast, and they also needed a tool that their DBAs were comfortable using – which is not always the case with SAP tools.

"Performance problems were not being handled efficiently, if at all," commented Martin. 
"The saving grace was having **Brother-Panther® from DBI**." Brother-Panther was used to trouble shoot performance issues and help ease the pain of rapid growth, larger data volumes, complex IT systems, and loss of productivity. Not only was Wasserstrom able to find performance issues faster, they were also able to do it on **half** the hardware SAP said they would need. "Brother-Panther can find many problems that the SAP tools can't find."

"Your business needs to *deliver* the right data, fast. Today, commerce happens in *real-time*. It is the deciding factor in customer expectations and your *success*. Performance tuning and keeping costs under control is *critical*."

#### How DBI Helped

In the era of Fast Data, many companies struggle with the sheer volume of data available. But the amount of data isn't the problem - it can be your advantage if you can fully leverage its potential. With Brother-Panther, Wasserstrom's DBAs were able to use the DBI tool set easily, and were able to be productive very quickly.

Your business needs to deliver the right data, fast. Today, commerce happens in real-time. It is the deciding factor in customer expectations and your success. Performance tuning and keeping costs under control is critical.

"Not only was

Wasserstrom able to
find performance
issues faster, they were
also able to do it on
half the hardware SAP
said they would need."





#### CASE STUDY



Using **Brother-Panther's** patented performance analysis, Martin was able to improve the performance of the SAP database from absolutely unacceptable to more than acceptable. "Customers will always want more. Using Brother-Panther helped us give them an experience they enjoyed." Brother-Panther's analysis tool improved database performance significantly with accurate indexing. Queries that were taking several seconds or minutes could be reduced to sub-second! Slow response times were eliminated, thus reducing end-user frustration. And all of this was verified and measured by Brother-Panther's built-in history, database and SQL workload comparisons, and trend charts.

#### Results & Future Plans

DBI's Brother-Panther helped solve the performance issues Wasserstrom was experiencing with their critical SAP implementation. With problems solved and fantastic performance gains achieved, Wasserstrom was able to avoid costly hardware and license upgrades to their infrastructure!

Wasserstrom loves how **Brother-Panther** identifies problems and facilitates improvements – on all of their existing hardware and systems. They are able to do more with the same amount of hardware as before – but, they can do it faster with DBI!



In 15 seconds, our patented, award-winning systems will tell us exactly where the problem is, and if you give us the greenlight, we typically have the problem fixed in two hours or less. If we do not bring significant, measurable, and rapid improvement, there is no charge for our services and we will donate \$10,000 to the charity of your choice.

### How We Can Help.

Contact DBI today toll free at: (866) 773-8789 to take the 15 Second Challenge.