

Use Case Profile: Toad® Business Intelligence Suite

How a Large Traffic Control Company Simplified Business Intelligence, Increased Productivity, and Improved Decision Making

The lifeline of virtually any business today is data. But transforming that data into actionable business intelligence can be nearly impossible, especially if the data is siloed in different databases across the organization. To overcome that challenge, one large traffic analysis and control company relies on Toad® Business Intelligence Suite.

The Challenge

The traffic company records an enormous amount of data from various sources into multiple database systems, including Oracle, PeopleSoft, and DB2. To glean business intelligence from this data, the traffic analyst had to export data from two source systems (one with user account details and the other with toll-related data) into another relational database system, perform time-consuming data mapping, and create SQL statements to join the data and retrieve the information they needed. They had to repeat this manual process each month.

Meanwhile, the finance department had an equally tedious task: creating a profit-and-loss chart for senior management. Each month, a finance employee would spend two or three days importing data IT had extracted from the source systems into an Excel spreadsheet, and then manually manipulate the data to create the final chart for management.

The company recognized that both these manual processes were taking far too much time and effort. Moreover, each process depended on the availability of the one user experienced with the task – a business risk.

The Solution

Toad Business Intelligence Suite now provides an easy way for both the traffic analyst and the finance department to get the business intelligence they need, reducing both costs and risks.

Toad can connect to multiple data sources, from disparate systems, and run heterogeneous SQL queries against them, making it easy to integrate data. The traffic analyst simply built a script that runs each day, automatically querying the source databases in real time and integrating the data for easy analysis. With Toad, the process is so simple that the traffic analyst has been able to begin analyzing revenue flow by customer location over much longer time frames, which has already yielded valuable new insights for the business.

Toad has eliminated the finance department's manual process as well. The company simply created a workbook using Toad, and a finance department employee can refresh the data from the data source into that workbook (or a new copy) each month. Upper management gets the business intelligence it needs, regardless of the vacation plans, travel schedule, or sick days of any particular employee.

"Toad® lets me access data that I was never able to integrate before. I can now provide my managers with a view of business-critical information that's not available through our normal systems. Toad has opened the door to far deeper and more meaningful data analysis, giving us invaluable insight about our operating systems."

KEY BENEFITS

- Connected to all the company's data sources, including Oracle, PeopleSoft and DB2, quickly and easily
- Simplified data integration by easily running cross-platform SQL queries
- Decreased time spent on manual data extraction and manipulation processes
- Enabled analysis of data over longer time frames, yielding valuable business intelligence
- Reduced business risk and eliminated the need for lengthy training processes
- Improved decision making, which increased customer satisfaction

About Quest Software, Inc.

Established in 1987, Quest Software (Nasdaq: QSFT) provides simple and innovative IT management solutions that enable more than 100,000 global customers to save time and money across physical and virtual environments. Quest products solve complex IT challenges ranging from database management, data protection, identity and access management, monitoring, and user workspace management to Windows management. For more information, visit www.quest.com.