Subway Uses SentryOne for Enterprise-Scale Data Performance Improvements

SentryOne
Monitor • Diagnose • Optimize

With 44,000 shops in 112 countries, Subway relies on SentryOne for optimizing business data performance

Challenge

Nutritious food purveyor Subway was experiencing problems with the company's database performance, resulting in ordering delays for thousands of customers using the online ordering platform.

Solution

Subway switched to SentryOne solutions to monitor, diagnose, and optimize QA testing and production databases, including those powering the company's remote ordering platform.

Results

Using SQL Sentry, Subway reduced the time spent collecting data and diagnosing each production performance problem from an hour to about five minutes, a 92% reduction.

"SentryOne is a great tool for an enterprise-scale environment."

—Derik Hammer, Data Manager, Subway

SUBWAY

Subway is one of the largest quick-service restaurant companies in the world, with 44,000 shops in 112 countries. The company focuses on serving great-tasting, nutritious food while reducing the environmental impact of the business.

Subway Uses SentryOne to Resolve Enterprise-Scale Performance Problems

With 44,000 shops worldwide, Subway requires seamless data delivery to meet customer demand for the company's submarine sandwiches. Derik Hammer, data manager for Subway, led the switch from an existing database performance monitoring solution to SentryOne to address chronic performance problems in an environment with 160 on-premises SQL Servers.

"With our previous monitoring solution, on any given day we were missing anywhere from a few minutes to several hours of monitoring data," says Hammer. "It just wasn't coming to the repository. Once we started using SentryOne, we were able to instantly identify the problems and do something about them."

The enterprise scalability of SentryOne solutions was critical to Subway during their evaluation process, Hammer says.

"SentryOne has horizontal scalability, demonstrated high availability, and agentless design," he says. "Plus, SentryOne speeds the detection of performance problems by showing you the execution plans and giving you the details so you can get to the root of the problems."

QA Testing Key to Successful Enterprise-Level Production Performance

One of the cornerstones of Subway's improved performance for production databases was implementing SentryOne solutions in the QA environment.

"For any of our mission-critical deployments to occur, we had to certify on at least a two-time peak load test in the performance environment," Hammer says. "If there was a new change, we needed to certify that the database would be able to handle the transactions."

By implementing SentryOne, the Subway team immediately discovered and corrected problematic queries. Hammer said he was lauded as a hero for solving database performance issues, but he's quick to point out that the entire data team has become empowered to proactively identify and solve database performance problems because they now have the information they need.

"Now that our DBAs have the data, they are pretty excited," says Hammer. "This isn't just a database operations tool, it's something that the DBAs and developers can use to examine their own queries. "With SentryOne, even junior DBAs can step up and resolve performance problems that can affect the entire business."

About SentryOne

SentryOne (*sentryone.com*, *info@sentryone.com*) empowers Microsoft data professionals to achieve breakthrough performance across physical, virtual, and cloud environments. The team shares its expertise at *blogs.sentryone.com* and *sqlperformance.com*.

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