Success Story

embarcadero®

DBArtisan® XE   Rapid SQL® XE

ORGANIZATION

CCBR-Synarc

APPLICATIONS

Customized data collection and analysis tools for complex clinical trials

TOOLS

Embarcadero® DBArtisan® XE and Rapid SQL® XE with ToolCloud

CHALLENGES

- Delays in upgrading to latest version impacted productivity on critical business projects.
- Multiple database platforms required numerous tools with different user interfaces to manage and learn.
- Getting licenses and version upgrades to team members often caused delays on projects and were time-consuming to manage.
- Limited insight into who was using the various tools increased the risk of over purchasing licenses.

RESULTS

- Provided a single, consistent interface across all platforms for tools used by Synarc developers and DBAs.
- Saved time, streamlined support for the various business applications and reduced the learning curve for team members.
- Improved productivity with on-demand access and faster upgrades to Embarcadero tools that support mission-critical data and applications.
- Eliminated time spent managing licenses with ToolCloud centralized license management.
- Optimized license spend with ToolCloud usage tracking, which provides insight into who uses what tools.

> "Ease-of-use and consistency of a single GUI for all of our DBA and development tools were very attractive benefits of upgrading to XE and ToolCloud."
>
> *– Doug MacDiarmid, Applications Support Specialist, Synarc*

CHALLENGE

CCBR-Synarc is the world's leading provider of medical image analysis services to the pharmaceutical and biotechnology industries. The company's medical image analysis, biochemical marker, and clinical research center services enable life-science industry clients to execute clinical trials accurately while decreasing the time, uncertainty and cost of product development. With offices in Europe, the Americas and Asia, Synarc manages trials throughout the world, integrating critical aspects of clinical-trial design and execution.

Synarc's software development team uses a combination of database platforms, including Oracle, Sybase and Microsoft SQL Server, to manage high volumes of data for its complex, mostly custom, applications. Application development and data management for the company's clinical trials business requires supporting multiple systems and database platforms, so developers and database administrators have had to use disparate tools to access the data they need to support legacy code. Doug MacDiarmid is an application support specialist whose team consists of about 30 technologists, so efficiency is essential.

"Most of our applications are created in-house to meet the data analysis and management needs of our clinical trials business," said MacDiarmid. "We've been using a mix of tools including Embarcadero's Rapid SQL and DBArtisan, SQL Server and Oracle native tools, and some open source tools."

However, according to MacDiarmid, switching between tools was time-consuming and cumbersome for developers. Also, managing numerous licenses was a big administrative burden, he said. "Our developers needed a unified set of tools to streamline supporting platforms, and I needed to eliminate the time spent managing licenses and version upgrades."

SOLUTION

After experiencing a customized demo presented by Embarcadero's sales team, MacDiarmid's team decided to upgrade to the new XE versions of DBArtisan and Rapid SQL which include Embarcadero ToolCloud. With the new XE version, users get a single interface to support all database platforms, and on-demand access to new versions and centralized license management. ToolCloud provides Synarc DBAs and developers with instant access to their Embarcadero database tools and faster access to the latest versions.

MacDiarmid evaluated other solutions, as well, including some open source tools; however, because many of Synarc's developers were already familiar with DBArtisan and Rapid SQL, it made sense to go with the XE upgrade. "Upgrading to XE would provide us with ease-of-use and the consistency of a single GUI for all database platforms," he said. "It would also allow us to streamline license management so we could focus on delivering critical projects instead."

A deciding factor for MacDiarmid's group was the cross-platform functionality available in the new XE versions of DBArtisan and Rapid SQL. "Most of our developers work on a single platform but have to go back and maintain legacy code on another platform," said MacDiarmid. "XE gives us one tool, a single interface to streamline managing multiple database platforms, saving us time, money and hassle."

TOOLCLOUD PRODUCTIVITY BENEFITS

ToolCloud enables Synarc to get Embarcadero tools into the hands of users with a single click. Project teams have immediate access to the versions they need to get their job done so they can deliver business results sooner. Tool deployment is faster, teams are more productive on critical projects, and visibility into actual usage reduces license over-spend.

ToolCloud provides a single location inside Synarc's firewall to handle all Embarcadero license inventory, with reporting and usage tracking features. Through centralized license management, it simplifies license administration and upgrade complexity, saving hours per month of license tracking. Centralized license management also controls costs by helping Synarc avoid duplicate purchases or over-buying.

"ToolCloud represents a big push forward," said MacDiarmid. "Not only do we now have a single interface for the key database management tools we use, license management is much easier and takes so much less time. It's also easier to provide support to our development team, which improves productivity and ultimately shortens development cycles."

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ToolCloud provides easy access to all Embarcadero tools used by the developers and DBAs on Synarc's team – no matter what platform they're using – leading to increased productivity and a lot less annoying switching back and forth between tools. The single, familiar interface provides a consistent look and feel across tools, eliminating the need to retrain developers whenever they use a new tool or upgrade. New tools and upgrades can be provisioned quickly from a central location and used on-demand, saving time and resources and enabling faster deployment of up-to-date software.

"The ease of use of XE with ToolCloud helps our staff be more productive, while putting industry-leading database development and management tools at their fingertips," said MacDiarmid.

CONCLUSION

Synarc's relationship with Embarcadero continues to expand as Synarc's development team adapts to changing business requirements. For example, Synarc is evaluating Embarcadero DB Optimizer XE, which is a visual tool that maximizes database and application performance by quickly discovering, diagnosing and optimizing poor-performing SQL. Embarcadero's extensive product offerings encourage effective collaboration among development and DBA teams while ToolCloud provides single-click access to tools, reducing the complexity and costs of using and managing them.

"It's all about helping our database developers and DBAs do their jobs faster and with less hassle," said MacDiarmid. "Relying on a single vendor helps us increase productivity and cut costs in a number of ways, from having a single tool interface for all databases to enabling rapid access to the tools we need. I expect our organization will continue to lean on Embarcadero's innovative solutions to do more, faster."