

# Microsoft® SQL Server and SSRS Reporting Support Solution for G&G Outfitters, Inc.

" MiCORE brought us a robust combination of resources, report development and database operational skills that enabled my team to rapidly gain control of two mission-critical applications that had historically poor performance. Their responsiveness to our needs and proactive service have enabled us to drastically turn around performance of both applications. MiCORE's greatest value is my trust in their team to ensure our databases are up and our mission-critical applications maintain availability for the end users. I would definitely recommend MiCORE. "

**Bryan Caporlette**, Chief Technology Officer, G&G Outfitters, Inc.



## Challenge

G&G Outfitters, Inc. runs third-party, mission-critical accounting and warehouse management applications on SQL Server. However, the lack of a dedicated in-house DBA created uncertainty around the availability and uptime of these essential applications.

*G&G sought a dedicated resource to meet the following objectives:*

- Perform 24x7 monitoring and maintenance of SQL Server
- Implement system backups
- Architect and modify SSRS reports
- Provide optimized, predictable system performance
- Ensure 100% uptime and high availability for mission-critical applications



## Solution

G&G partnered with MiCORE Solutions to implement SQL Server and SSRS Reporting support.

*As part of its ongoing SQL Server support solution, MiCORE provides:*

- 24x7x365 database and server monitoring (CPU, Disk Space, SMTP Check, Alerts)
- Metrics around database performance (Page Life Expectancy, Lock Time, etc.)

- Automated SQL agent jobs to purge and re-organize data
- Setup of backups to meet required Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)
- Setup data restore in Development/Testing environment
- Education around SQL Server best practices
- Scripts for index maintenance
- Configuration and maintenance of the replication environment

*As part of its continued SSRS Reporting solution, MiCORE provides:*

- Ongoing discovery: Work closely with client in order to understand and deliver upon business and application requirements
- Architecture of reports integrated with G&G's existing third-party applications and proprietary dashboard
- Development of complex reports: Incorporation of information from multiple data sources into a singular reporting structure
- Setup and management of timed subscriptions through Report Manager

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## Results

- Accelerated generation of required SSRS reports: Created and modified approximately 30 SSRS reports within 7 months
- Consistent, predictable uptime and availability of mission-critical applications
- Database productivity and efficiency: Jobs running correctly and indexes updated
- Replaced and enhanced old applications with creation of new reports
- Provided client team with a full understanding of data architecture within third-party applications

## Benefits of Working with MiCORE

- Expertise and robust set of skills that span SQL Server, SSRS Reporting, and more
- Cost benefit of utilizing MiCORE as a dedicated managed service provider rather than hiring a full-time, in-house associate
- Single point of contact with intimate knowledge of G&G's application, environment, business requirements, and overall goals
- Consistent delivery of professional service with a high level of responsiveness

## About G&G Outfitters, Inc.

G&G Outfitters, Inc. is a premier full service branded merchandise agency headquartered in Lanham, MD. G&G combines innovative design, creative and marketing services, and promotional solutions to help clients define and differentiate their business with branded and custom merchandise.

