

# Success WITH CA

Unicenter®

## Client Info AT A GLANCE

**Company Name:**

Rockford Corporation

**Industry:**

High-performance audio equipment

**Geographic Location:**

Corporate headquarters in Western United States, with worldwide sales and distribution

**CA Solution Used:**

Manage/IT, Manage/IT™ Fast Unload® and Manage/IT™ TSreorg™

**Biggest ROI:**

High database availability for internal and external customers despite rapid increase in demand

## Manage/IT™ Benefits Come Through Loud And Clear

Rockford Corporation designs, manufactures, and distributes high-performance audio systems for the car and professional audio markets. Their car products are sold primarily to worldwide consumers who want to improve their existing audio systems. They market car audio and hi-fi home theater components under the Rockford Fosgate, Lightning Audio, Hafler, Installedge.com, and Fosgate Audionics brand names.

Rockford's business experienced enormous growth, and as a result their IT infrastructure was rapidly growing and becoming unwieldy. Their Oracle ERP system, which manages everything from operations and manufacturing to sales and planning, puts extensive demands on the underlying Oracle databases. Hence, they needed high performance tools to manage those databases. Manage/IT™ TSreorg,™ and Manage/IT™ Fast Unload® offered them superior functionality to overcome specific fragmentation, optimization and database management challenges.

"The major challenge we were dealing with was the ongoing maintenance of the databases in order to ensure high levels of performance," said Rockford's Manager of IS, Dave Richards. "With exponentially increasing usage and the constant addition of internal and external clients and customers, these systems now demand high availability."

### Manage/IT Keeps Performance Levels Optimized

Rockford's database management, maintenance, and availability issues were easily solved with Manage/IT TSreorg and Manage/IT Fast Unload. Automation, scheduling, and predictive analysis allow them to constantly

eliminate fragmentation and keep database performance levels high without tying up valuable IT staffing resources. "We basically set these reorgs to run in the background, and if, for instance, a lack disk space is detected, then Manage/IT goes ahead and runs the job," said Edward Hughes, IT professional at Rockford. "One of the biggest benefits we see from this tool is the ability to schedule reorgs for certain objects without the presence of an individual – and it's very easy to use in terms of setting up the jobs, alerts and schedules."

Rockford's internal customers and outside customers, who rely on the databases to order, track invoices and manage accounts, benefit from the increased performance of faster query speeds and disk access times. "At the end of the day, the customer sees an improved and much more consistent

level of performance," said Richards. As their environment becomes more efficiently managed, the level of service they can deliver to customers increases dramatically.

"Going forward I think these products are going to be a huge benefit for the organization," said



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Dave Richards  
Manager of IS,  
Rockford Corporation

Richards. It was shortly after Rockford implemented Manage/IT that they experienced improvement with their database management.

### The Clear Choice For Features and Value

In their competitive review process, Rockford compared Computer Associates and Quest Software solutions for database management. “We looked at Quest Software’s LiveReOrg and SharePlex FS, but they exceeded our budget, so we did not pursue them,” said Hughes. Rockford also chose Computer Associates solutions because of their Event Management Notification feature (which allows for problem notification via pager, email or phone). Quest’s products did not support those features or have the underlying product integration capability.

### Rockford Sees A Future With Other CA Products

Rockford’s product installation went flawlessly. “We had a great experience with the pre-sales consultant who came out to demonstrate and install the product,” said Richards. Product installation and training is simple and quick, so Rockford only needed that one consulting appointment.

Based on their success with Manage/IT, Manage/IT Fast Unload, and Manage/IT TSreorg, Richards anticipates that their networking department will review Unicenter TNG® for extensive and comprehensive network management. They are also interested in testing the Manage/IT™ TSreorg™ Online Reorg Option, which allows you to reorg objects online while users are still accessing the data. “As we open up data to customers outside the organization, we’re striving for 24 x 7 access – so that would be of great benefit to us,” said Hughes.



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For more information on Computer Associates  
Unicenter Database Management software,  
call 1-800-225-5224 or visit [ca.com](http://ca.com)