



# INTEGRATED SERVICES, INC.

Turning Data into Profit

*"The product delivered is excellent... is performing much better than in the past ...Process ran in under a second when traced."*

*John Erik Albrechtsen, Manager, Operations*



## Challenge

Established in 1957, Paul's Hauling is western Canada's leading transportation service provider. Today, Paul's Hauling is comprised of a group of transportation and logistics companies, with branches located all over Canada. Trucking companies process a large volume of daily transactional data. System performance is critical to keeping up with timely demand for dispatching, billing, locational information, fuel consumption, routing and a host of driver communications. They were facing critical performance issues and experiencing severe bottlenecks. In the transportation industry, time is money, and what should have been taking milli-seconds was taking hours.

## Solution

ISI's SQL Rx was brought in to complete a Performance Tuning Assessment. SQL Rx delivered a detailed analysis identifying specific system bottlenecks and their resolution. The Assessment also provided recommendation for hardware and resource acquisitions prioritized by expected ROI and benefit.

## Outcome

Paul's Hauling is so convinced that SQL Rx can keep their operation running smoothly, that they are on an ongoing retainer for services including Implementing Transaction Log Backups, Devising, Testing and Documenting a Disaster Recovery Plan, Architecting a Reporting Server Relationship, Upgrading to SQL Server 2005, Specifying any new hardware requirements, and Migrating to new hardware if required.

