

Atlantic Detroit Diesel-Allison Improved Service and Operational Efficiency With Attunity's ODR/CDC Solution



At a Glance

About Atlantic Detroit Diesel-Allison

Atlantic DDA is a leading on-highway and off-highway products distributor and service provider with eight locations, 148 service vehicles, 155+ skilled technicians, and more than \$15 million of complete, replacement parts inventory.

Objectives

To improve efficiencies in its service department by increasing capacity of order processing, thus driving more revenues and increasing customer satisfaction.

Solution

Real-time information with Attunity's Operational Data Replication (ODR) and Change Data Capture (CDC) solution.

"Since the ODR solution has been so successful for our service department, we soon intend to roll out the solution to the remaining departments in phases and look forward to seeing improvements there as well. I simply cannot put into words how important the Attunity ODR solution is to our business."

Will Ortiz
IT Director,
Atlantic Detroit
Diesel-Allison

On- and off-highway product distributor doubled its repair order capacity & associated revenues while improving efficiencies

The Company

Atlantic Detroit Diesel-Allison, LLC (Atlantic DDA) is engaged in the sale, technical support and premier servicing of diesel and alternative fuel engines, transmissions and related components and genuine parts/accessories for equipment serving various On-Highway and Off-Highway markets including medium- and heavy-duty trucks, buses and coaches, fire and emergency vehicles, power generation systems, marine propulsion/support equipment (commercial and pleasure-craft), and construction and industrial equipment.

The Objective

Looking at growth opportunities, Atlantic DDA put a corporate initiative in place to improve its service department by enabling it to process more orders, drive more revenue, and improve operational efficiency and customer satisfaction. In order to achieve these objectives, Atlantic DDA needed to make **real-time information** available to service representatives so they could improve efficiency and relay the most up-to-date information back to customers, such as when the customers could expect to receive back the equipment they have in for repair. In addition, having access to real-time information would also enable up-to-date operational reporting as well as support current information in web applications.

The Challenge

Making real-time information available proved to be a long-time challenge for Atlantic DDA. It would require integrating and synchronizing heterogeneous data between their iSeries system to an Oracle system.

The Evaluation Results

Atlantic DDA evaluated different replication solutions with their outsourced system integrator (Fadel Partners), but none of them could be implemented in time to meet their corporate goals and were very costly to own. During the Proof of Concept process, Atlantic DDA was impressed with the Attunity ODR solution's "stress test" results, which included throughput measurements handling thousands of tables and over a terabyte of data with ease. This level of performance combined with the expert advice and service they received from Attunity throughout the three-month trial process exceeded their expectations.

Attunity Benefits

- Real-time data access
- Low latency/low overhead
- Supports heterogeneous environments
- Log-based CDC; batch windows no longer required
- Best price performance

"In addition to doubling our revenues with Attunity's ODR solution, we've also been pleased to improve our reporting to support business operations. We are so impressed with how fast the Attunity ODR-CDC solution is. What used to take about twenty minutes per order to process, now takes under three minutes."

Will Ortiz
IT Director,
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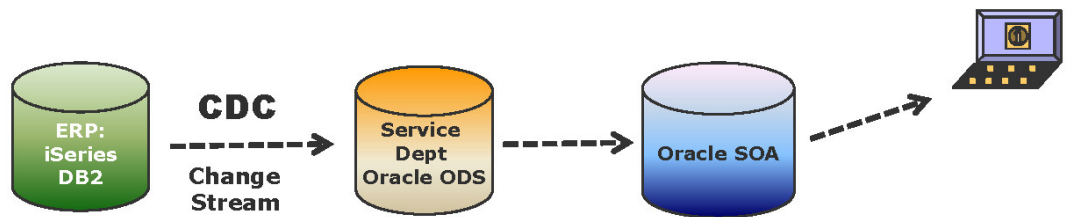
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The Solution

The optimal solution needed to have very low impact on the source iSeries system. Atlantic DDA selected Attunity's Operational Data Replication (ODR) solution which employs log-based CDC that monitors their DB2/400 database journals and captures only the changes made to the required tables. By using log-based CDC technology and offloading the changes as soon as they are captured, the ODR solution accomplished minimal impact while at the same time scales to meet the high throughput of changes in near real-time. The CDC technology was used in conjunction with Fadel Partners' Service Repair Order System, leveraging Oracle's SOA Suite.

Atlantic DDA Architecture Configuration



Attunity's Operational Data Replication (ODR) solution thrives in heterogeneous environments, such as Atlantic DDA's, and because the company is now able to process real-time changes in their data versus integrating full bulk loads, they are realizing significant savings in cost and time as well as reaping results from overall process efficiencies.

Will Ortiz, IT Director at Atlantic Detroit Diesel-Allison explained, "While we currently have the ODR with CDC solution implemented in our service department, we also have 3 other entities that comprise our business: parts, generator and marine. Since the ODR solution has been so successful for our service department, we soon intend to roll out the solution to the remaining departments in phases and look forward to seeing improvements there as well. I simply cannot put into words how important the Attunity ODR solution is to our business."

The Benefits of Real-time Information for Atlantic DDA

- Cut order processing from 20 minutes to just under 3 minutes, saving Atlantic DDA significant time and money.
- Enabled service department to double repair orders processed, thus doubling the revenues associated with those orders—using existing resources.
- Improved customer satisfaction by enabling availability of the most up-to-date information to relay back to customers.
- Provides real-time data for improved operational efficiencies, reporting and business intelligence.