Union Bank Optimizes BI & Data Warehouse Systems with Attunity Visibility

"*We now have unprecedented continuous, end-to-end oversight into our Business Objects deployment ... allowing us to manage our environment more effectively.*"

— *Steve Waters, VP Enterprise Business Intelligence, Union Bank*

Headquartered in San Francisco, UnionBanCal Corporation is a financial holding company. Its primary subsidiary, Union Bank, N.A., is a full-service commercial bank providing financial services to individuals, small businesses, middle-market firms, and major corporations. The bank has 437 retail branches in California, Washington and Oregon.

The Challenge

Union Bank maintains a very large BI and data warehouse environment. It consists of a portfolio of more than 30 different subject areas or 'modules', supporting thousands of business users. This environment supports all of the bank's critical responsibility centers, including deposits and profitability. Union Bank's analytics systems are comprised of multiple Oracle databases running on IBM AIX servers, and SAP Business Objects software.

Union Bank was challenged to find a cost-efficient means to continuously and proactively optimize and improve their entire BI/ data warehouse environment as their user community grew. They also needed a way to easily assess workload activity to allow for capacity planning and improvement of query performance. Additionally, Union Bank needed better auditing capabilities in order to mitigate their regulatory risks.

The Solution

By deploying Attunity Visibility, Union Bank gained the ability to monitor and analyze all user, application, and data usage activity without system degradation. Prior to adopting Attunity Visibility, this detailed insight into business intelligence data warehouse systems was simply not available.

Through their use of Attunity Visibility, Union Bank's security and compliance teams are able to mitigate audit risk. They have access to detailed user information including user IDs, report names and a full report of the database tables and columns accessed over any time period. This capability allows them to set notifications and track any data access violations.

Union Bank can also determine when they need to conduct 'fix in place' programs to upgrade or correct systems based on usage trending of query activity by hour, day and week. This reduces any performance impact to end-users and helps to ensure system availability and up-time. Detailed data usage and fact-based planning is now a reality.

Thanks to insights from Attunity Visibility, Union Bank was able to deny a request to remove certain tables. They determined that there were actually more than 96,000 queries run against those tables within the past 30 days. Union Bank also compares well designed SQL to the complex queries identified by Attunity Visibility to improve query design and performance.

Key Capabilities

Attunity Visibility provides intelligence to identify heavy processing, transformations and dormant data – all ideal candidates for Hadoop - and in-depth detail on how data is used and who is accessing it. This info provides insight to help enable higher operational efficiency and improved system performance across the enterprise.

Key Features

- Monitors all application activity on databases to assess resource consuming ETL (Extract/Transform/Load) and analytical workloads
- Identifies resources consuming ETL transformations that are candidates for offloading
- Discovers history of data used from large tables by analyzing calendar dates used in queries
- Analyzes application activity and data usage by business units to chargeback and justify investments
- Integrates with leading Business Intelligence (BI) applications to correlate application users and report activity with usage

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