

A Good Night's Sleep, Courtesy of Ntirety

When Michael Geldart steers his Honda Gold Wing out of the parking lot of Cubist Pharmaceuticals, he can enjoy the open road. The senior manager of computer operations knows his company databases are in good hands. Since 2003, the experts at Ntirety Inc. have provided Cubist with 'round-the-clock database monitoring, resolution of critical issues, and peace of mind.

"They let us sleep at night," says Geldart.

In the early days of the Cubist IT department, Geldart was looking for a solution to manage the databases 24-7, avoid employee burnout and manage expected growth, all without consuming significant resources.

Growing Company, Growing Database

"Cubist has grown from 120-130 people with one DBA to where we just hired our 500th employee, and we still have a single DBA," says Geldart. "Ntirety has allowed us to endure the growth without a massive influx of resources on the DBA side."

Cubist is a biopharmaceutical company focused on developing and commercializing anti-infective therapies for the acute care environment. Based in Lexington, Mass. and traded on the NASDAQ, Cubist's Oracle databases have quadrupled along with its headcount.

Ntirety's team monitors each database and responds to alarms pinpointing potential problems. In the overnight, Ntirety resolves mission-critical issues and reports them to Cubist in the morning. Non-critical issues are reported to Cubist and handled by the in-house DBA.

A predetermined protocol and a proprietary ticketing system ensure Cubist is alerted by Ntirety of problems as required and all actions on the database are fully documented. The protocol for Ntirety's access to the Cubist databases complies with the requirements of the Sarbanes-Oxley Act.

Team Approach Speeds Resolution, Cuts Frustration

Geldart appreciates Ntirety's team approach, which fits nicely with the Cubist IT department. Ntirety assigns a team of database administrators to each customer, ensuring the remote DBAs responding to alarms and resolving problems know the particular databases. Geldart says the team approach sets Ntirety apart from its competition.

"You're not talking to a help desk, you are talking to a database expert on your team," he says. "This decreases our frustration and increases time to resolution."

Ntirety: 'What We Need Them To Be'

These days, the Cubist databases have few, if any critical issues because of the partnership and expertise between Geldart's team and Ntirety. Geldart also takes comfort in knowing he can draw on the collective expertise of Ntirety and can count on its assistance when upgrading, patching or other database maintenance.

"On the database side, they are really what we need them to be for us," says a well-rested Geldart.