SnowMirror | Syddanmark Region Denmark Case Study

Data Challenge

ServiceNow was acquired and implemented in Region Syddanmark in October 2016. For acquisition of all the data from there only an ODBC connector was available. The solution originally consisted of pseudo ODBC driver which was increasingly slow while working with, because the query had to be validated over network. Not only was the validation a challenge, but the process also required a lot of manual design and SQL development.

The Solution: SnowMirror

During implementation of ServiceNow it became clear, that the possibilities of exporting data from ServiceNow were highly inflexible and required a lot of development. At the time the use of the ODBC driver and loading of the source data in a delta load was considered. This approach proved to be lengthy and costly, because the metadata had to be transferred through network, and consequently the delta load would take a long time to develop. Furthermore, the ODBC driver was only capable of handling a limited number of rows.

As a consequence, we acquired and implemented SnowMirror. SnowMirror was easy to install, and within hours we were ready to load the first table. This simplified the development process to such an extent, that it was no longer necessary to wait for network to respond, build SSIS packages or maintain the delta loads. This led to a much faster reporting delivery for the managers.

Most Valued Benefits

Reduced development costs

The Design and implementation of the ETL-jobs from the Source to the Staging area is almost non-existent. The development process is reduced from hours of work to simple clicks in a matter of minutes. Hence SnowMirror saves the developers hours of work and a lot of frustrations.

Fast scalability

During the Data Warehouse design process development , it is possible to add and remove data tables from the Staging Area. For this purpose, SnowMirror is perfect. The tool is quick and easy to use, and it automatically adjusts and removes tables from your Staging Database.

Transparency and stability

SnowMirror was not only fairly easy to configure, but has also been running with an amazing stability ever since. You won't even notice its presence.