

**AHANA'S MSSQL MANAGED SERVICES
SOLUTION ACHIEVES 80% REDUCTION IN
TIMEOUT ISSUES AND IMPROVES
PERFORMANCE FOR LEADING INDIAN TILE
MANUFACTURER**



Performance issues and slow data synchronization can significantly hinder operations, especially for manufacturing companies that rely on efficient reporting systems. These challenges are particularly evident during peak periods, such as month-end and year-end transactions, where slow application performance and time-out errors impacted overall productivity.

One of our leading manufacturing clients faced similar challenges. This case study demonstrates how Ahana addressed these issues by implementing an MSSQL managed services solution with transactional replication to synchronize their primary and reporting databases. This reduced synchronization time from hours to just 1-2 hours, resolving performance bottlenecks and improving the reliability of their reporting tools.

Client Profile

Our client is one of India's leading tile manufacturers, with over 48 years of expertise in producing and marketing premium ceramic, wall, and floor tiles. Headquartered in New Delhi, the company has built a strong reputation for quality, durability, and innovation in the tile industry. Serving both residential and commercial markets, the client caters to a diverse customer base across India and international regions. Through its wide product range and consistent focus on design and functionality, the company plays a pivotal role in shaping modern living and working spaces.



Challenge

The client's Microsoft Dynamics application and reporting system were experiencing severe performance issues, resulting in frequent timeout errors for end users. To address the problem, a new reporting database was created; however, maintaining synchronized data between the primary and reporting databases required an efficient solution. Transactional replication was selected to enable timely and accurate data synchronization and support uninterrupted reporting operations.

Solution Implemented

To address the performance issues, Ahana deployed a transactional replication-based solution to build a dedicated reporting database. Given the large database size, replication was established using a backup to ensure faster initialization. A unique approach was developed to complete the transactional replication setup in the shortest possible time, leveraging MSSQL's native replication features to maintain synchronized and reliable reporting data.

- **Database Restoration on Reporting Server:** A full backup of the primary database was restored on the reporting server to serve as the foundation for replication without impacting the live environment.
- **Transactional Replication Setup Using Backup:** Replication was configured using the restored database as a subscriber, enabling data synchronization from the primary database with minimal setup time.
- **Application Reconfiguration for Reporting Access:** Mobile and reporting applications were connected to the new reporting database, ensuring users could access up-to-date information without performance issues.



Impact

The solution significantly improved application performance and reporting efficiency for the client. By restructuring how data was replicated and accessed, timeout errors were drastically reduced, especially during high-load periods like month-end. Over the last 1.5 years, there have been no reported issues related to booking delays or server slowness, a clear indicator of long-term stability and performance optimization.

- 1) Reduced Timeout Errors:** Mobile and reporting applications now run smoothly, with major timeout issues reduced by 80% through optimized replication and load distribution.
- 2) Stability During Critical Periods:** Month-end and year-end processing cycles, which were previously impacted by slowdowns, now run without disruption or data lags.
- 3) Elimination of Booking Issues:** Booking failures during peak operational windows have been eliminated, enabling seamless transaction processing across departments.

Conclusion

By implementing a transactional replication-based solution, the client successfully transformed its reporting environment into a more stable, efficient, and scalable framework. The performance challenges related to the Microsoft Dynamics and reporting applications were effectively resolved, eliminating timeouts and booking delays during peak periods. With over two years of uninterrupted performance, the solution has provided long-term value and reliability, enabling the client to focus on growth without being constrained by infrastructure limitations.

About Ahana Systems and Solutions

Ahana Systems and Solutions is a global IT services provider specializing in Digital Transformation. We deliver innovative, data-driven solutions that enable businesses to modernize their operations, automate processes, and scale with confidence. Backed by a team of experienced professionals, Ahana supports clients through every stage of their digital journey, ensuring performance, resilience, and long-term value. With a presence across India, Europe, and the USA, and a portfolio of 100+ clients, Ahana is a trusted partner for organizations striving to lead in today's digital-first landscape.

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