

client info  
*at a glance*

**Company:** Mississippi Department of Corrections

**Web Address:** [www.mdcc.state.ms.us](http://www.mdcc.state.ms.us)

**Industry:** Government

**Location:** Jackson, Mississippi

**Company Overview:**

The Mississippi Department of Corrections is a correctional facility that provides and promotes public safety through efficient and effective offender custody, care, control and treatment consistent with sound correctional principles and constitutional standards

**Business Value of TeamQuest:**

The Mississippi Department of Corrections used TeamQuest Performance Software to reduce the CPU utilization of its Oracle database from an average of 80 percent to 40 percent and avoid additional hardware purchases totaling more than \$60,000.



## Mississippi Department of Corrections Resolves Performance Issues

**Background**

The Mississippi Department of Corrections (MDOC) oversees three state prisons, six private prisons, and 11 regional facilities. They maintain a database of more than 52,000 inmates, parolees and probationers in Mississippi that can be accessed by 3,500 correction officials throughout the country. The database is accessed and maintained via corrections and case management systems costing millions of dollars.

Timely and accurate information is required from the database at all times. For example, users receive automatic notifications when an inmate's status is updated. This aids important communication among officials and agencies. Likewise, when the Mississippi legislature is in session, information from this database is used to determine funding for future projects.

**The Challenge**

Service performance began to lag, resulting in lost productivity, slowed communication among officials, and plenty of frustration. End-of-month data entry, for example, was taking five days instead of the normal one.

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“After our first year of using the system, we were no longer meeting agreed upon service levels,” said Jerry Horton, network systems manager for MDOC.

On the hot seat to fix the problem and regain satisfactory service level performance, Horton and his team had to uncover the cause of the slowdown and determine the best way to address it.

### The Solution

Using TeamQuest software, Horton and his team quickly discovered that database queries were structurally incorrect and that caching was not being used, causing servers to run at 100% capacity.

“TeamQuest software validated that there was a problem and helped us locate and resolve the issue,” said Horton. As a result, service performance was restored to satisfactory levels without upgrading infrastructure.

“Our users were able to access information within seconds instead of minutes, and reports were delivered within hours instead of days.”

**“TeamQuest software made a measurable improvement in our response time and enabled us to reduce the CPU utilization of our Oracle database from an average of 80 percent to 40 percent.”**

### Benefits

TeamQuest Performance Software enabled MDOC to meet agreed upon service levels for its users. MDOC was finally able to experience the expected benefits of its multi-million dollar investment in corrections and case management software. And the organization saved money by avoiding unnecessary hardware purchases totaling more than \$60,000.

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## About TeamQuest Corporation

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.

For more information, visit [www.teamquest.com](http://www.teamquest.com) or call 1-641-357-2700.

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