

CASE STUDY

How a tailored approach to optimising database storage in **Microsoft Dynamics 365** can lead to significant cost savings and performance improvement.

Overview




A large Australian not for profit organisation using Microsoft Dynamics 365 faced challenges with data management as the data related to their CRM and donor activities had grown to over 600 GB, leading to inefficiencies and higher operational costs. With increased storage costs on the horizon, they needed to review their data storage practices, particularly the

management of the Principal Objects Access (POA) table. Ignite provided a solution to clean up the database by resetting obsolete tables within the POA table without affecting Microsoft warranties. This cleanup reduced data storage, facilitating easier migration to an Azure Data Lake and resulting in significant cost savings for the client.

Challenges

The organisation's Principal Objects Access (POA) table had grown to 53 million rows, consuming over 123 GB, which significantly increased storage requirements and costs. This data bloat not only added financial strain but also degraded system performance, affecting donor management and engagement. The POA table's size increased due to entries from direct shares and cascade parental relationship behaviours.



-  As an internal security table, the POA could not be cleaned up directly. Also more significantly, traditional methods of data management often rely on generic cleanup jobs that do not adequately address the specific needs of organizations using Microsoft Dynamics 365.
-  These methods can overlook the complexities of entity relationships and the implications of cascading permissions, leading to continued data bloat and increased storage costs.
-  The urgency to address this issue was heightened by a looming threefold increase in Dynamics 365 licensing fees due to the amount of data being stored.

Solution

Ignite executed a meticulous cleanup and optimisation of the Dynamics 365 environment, specifically targeting the relationships within the POA table. By refining entity associations and removing redundant access IDs, Ignite streamlined data storage, significantly reducing unnecessary data accumulation.

Ignite performed a thorough cleanup and optimization of the Dynamics 365 environment, focusing on the POA table relationships. They refined entity associations and removed redundant access IDs, which streamlined data storage and reduced unnecessary data accumulation.

A tailored approach that involves in-depth analysis and targeted cleanup strategies can significantly enhance database performance.



Key features of our approach included

- ✓ **Detailed analysis of the POA table and its relationships using the Advanced Find feature**
- ✓ **Transitioning to FetchXML for better data filtering and modifying the script to include conditions based on the access rights mask**
- ✓ **Identifying targets for cleanup, particularly filtering records by custom entities**
- ✓ **Resetting inherited access rights by creating a system job via an API call to revoke inherited accesses from activity pointer permissions.**
- ✓ **Using PowerBI for deeper analysis**

Outcomes

- ✓ **Substantial savings on storage costs** by decreasing the size of the POA table from 122GB to approx. 38-53 GB.
- ✓ **Increased data quality management** enabling a more seamless migration of data to an Azure Datalake leading to further savings.
- ✓ **Enhanced database performance** achieved by reducing lag times.

By adopting a more tailored approach and focusing on specific areas, such as the POA table and other critical data structures in Dynamics 365 environments, organisations can streamline their operations and reduce reliance on expensive storage solutions.

Ignite's expertise in delivering small-scale targeted initiatives within Microsoft Dynamics 365 environments can result in significant operational efficiencies and cost savings. For organisations of all sizes.

Want to achieve similar outcomes?

Request a copy of a detailed technical case study or get in touch to discuss how we can help.

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