FOUR9S



When milliseconds matter

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ABOUT FOUR9S

FOUR9S: ADVANCED OBSERVABILITY FOR SQL SERVER

Four9s is a technology company specialized in observability, monitoring, and performance analysis for Microsoft SQL Server environments.

The platform was born within one of the most demanding transactional environments in the market. In 2014, the Retabet Group required a solution capable of delivering a much deeper level of visibility into its SQL Server databases than the tools available at the time could provide.

After evaluating multiple market-leading products, the team concluded that none of them offered the level of detail, analytical capabilities, and temporal precision required to support a platform processing millions of transactions every day.

The answer was to build a solution from the ground up.

What began as an internal tool designed to ensure the availability and performance of mission-critical systems evolved into Four9s, a commercial platform focused on advanced SQL Server observability.

Today, organizations across sectors including banking, manufacturing, healthcare, insurance, retail, gaming, and public administration rely on Four9s to gain a deeper understanding of their database environments, proactively identify performance issues, and significantly reduce diagnosis and incident resolution times.

Our customer portfolio includes organizations such as **Orbea, Mutualia, Disa, Deoleo, Surne, HT Médica, BBVA, AMPO, BiscayTIK, LanTIK, BilboTIK** and **IZFE.**

OUR SOLUTION

OBSERVABILITY FOR SQL SERVER

Four9s develops an advanced observability platform for Microsoft SQL Server environments, enabling organisations to maximise performance, accelerate problem resolution, and make informed operational decisions. Traditional monitoring tools can tell you when a problem occurs. Four9s helps you understand why it happens.

Our platform delivers deep insight into database operations, providing both real-time and historical analysis of queries, processes, database objects, system resources, and connected applications. This comprehensive approach allows teams to investigate performance issues with greater accuracy and efficiency.

Observability goes beyond the collection of metrics and alerts. It provides the context needed to understand system behaviour, identify the root causes of performance degradation, and take proactive action before issues affect business-critical services.

What Four9s delivers

✓ Real-time monitoring with one-second granularity.
✓ Detailed historical analysis of SQL Server activity.
✓ Identification of resource-intensive queries and processes.
✓ Detection of blocking, waits, and performance bottlenecks.
✓ Analysis of database objects, stored procedures, and SQL code.
✓ Comparison of workload behaviour across different time periods.
✓ Detection of application errors and failed connections.
✓ Execution plan analysis and visualization.
✓ Monitoring of databases, storage utilization, and growth trends.
✓ Proactive incident management and intelligent alerting.

Business benefits

With Four9s, technical teams can:

• Significantly reduce troubleshooting and diagnostic times.
• Detect and resolve issues before they affect end users.
• Optimize the performance of business-critical applications.
• Improve system availability and reliability.
• Provide objective evidence for development teams and third-party vendors.
• Make informed decisions based on real operational data rather than assumptions.

Who is it for?

Four9s is designed for organizations where Microsoft SQL Server plays a critical role in business operations.

The platform is used by: Database Administrators (DBAs), Development Teams, DevOps and Site, Reliability Engineering (SRE) Teams, Infrastructure Teams, CIOs and Technology Leaders, IT Operations and Systems Management Teams.

It is particularly valuable in environments where availability, performance, and service continuity are essential business requirements.

KEY PLATFORM CAPABILITIES

REAL-TIME MONITORING



Gain complete visibility into your SQL Server environments with second-by-second insight.

Correlate infrastructure metrics, SQL Server engine activity, and business processes within a single interface to quickly identify resource-intensive queries, blocking processes, and application performance bottlenecks.

Business Benefit: Identify and resolve performance issues before they impact business operations

HISTORICAL REPLAY & ANALYSIS

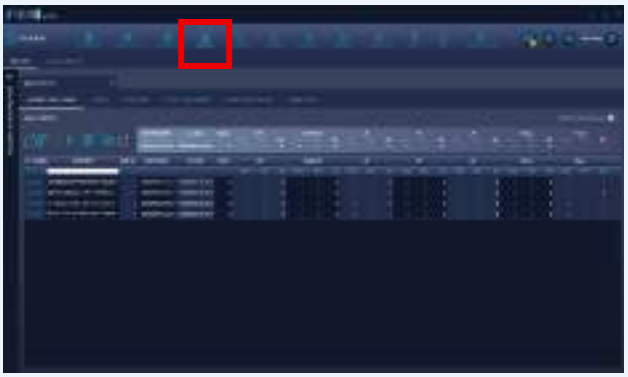


Replay past incidents as if they were happening in real time.

By capturing activity at one-second intervals, Four9s enables precise investigation of blocking events, CPU spikes, performance degradation, and other historical incidents.

Business Benefit: Drastically reduce the time required to diagnose and resolve complex issues

SQL OBJECTS INTELLIGENCE

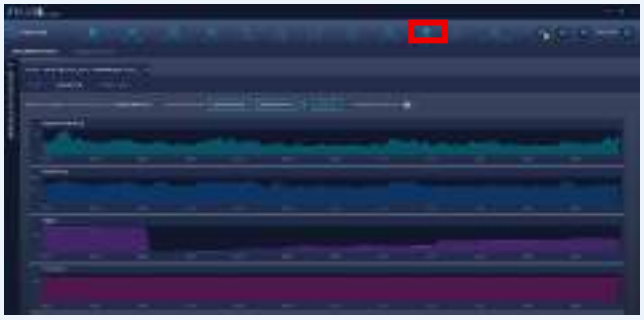


Analyse the behaviour of stored procedures, functions, and triggers over time.

Track performance trends, identify execution plan changes, and detect code modifications that may affect application stability and database efficiency.

Business Benefit: Accelerate root cause analysis and improve application

QUERY ANALYSIS



Explore and analyse all ad-hoc queries executed across your SQL Server environment.

Identify inefficient queries, parameterisation issues, and workload patterns that directly affect system performance.

Business Benefit: Optimise the queries that consume the most resources and impact user experience.

TIME-BASED COMPARISON



Compare different time periods to understand how your environment evolves.

Analyse changes in workload, resource consumption, and performance metrics to identify degradation, growth trends, or newly introduced processes.

Business Benefit: Quickly identify the source of behavioural and performance changes

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DATABASE INSISGHTS



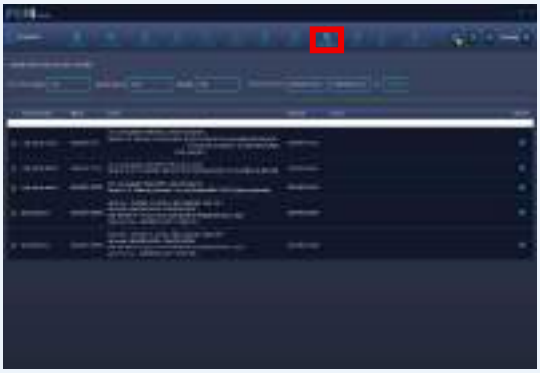
Centralise critical information related to databases, storage utilisation, and growth trends.

Monitor database size, historical growth, resource consumption, tables, indexes, and capacity metrics from a single console.

Business Benefit: Improve capacity planning and optimise database management

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INCIDENT MANAGEMENT

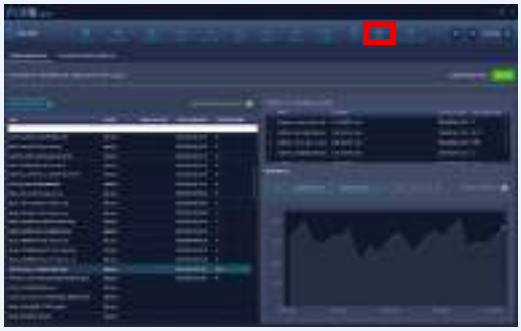


Transform detected events into actionable operational workflows.

Configure alerts, automate incident creation, and access detailed diagnostics directly from the notification with a single click.

Business Benefit: Move from reactive troubleshooting to proactive operations management.

SQL SERVER AGENT



Monitor the health and execution status of SQL Server Agent jobs.

Track execution times, failures, historical trends, and deviations from expected behaviour to ensure operational consistency.

Business Benefit: Ensure critical business processes run reliably and without interruption.

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BUSINESS KPI & ANALYTICS

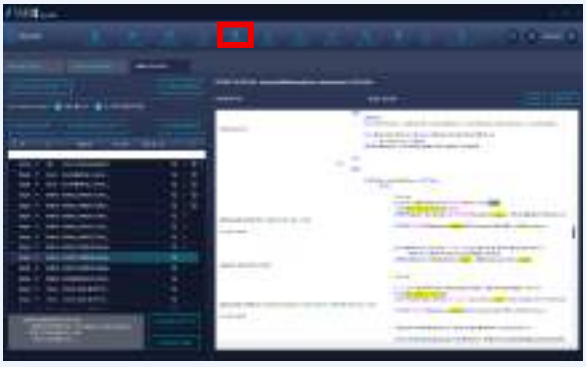


Combine technical metrics and business indicators within a single platform.

Integrate business KPIs through APIs and correlate operational activity with SQL Server performance data to gain deeper business context.

Business Benefit: Make informed decisions based on both technical and business intelligence

CODE EXPLORER



Locate and analyse SQL code across your environment in seconds.

Search, review, and export stored procedures, functions, and other database objects to simplify maintenance, troubleshooting, and development activities.

Business Benefit: Reduce the time required to analyse, modify, and manage database code.

ERRORS & EXCEPTIONS



Gain complete visibility into application and SQL Server errors.

Detect timeouts, failed connections, execution errors, and integration issues between applications and databases before they escalate.

Business Benefit: Identify and resolve incidents before they affect end users

MOBILE APPLICATION



Access critical operational information from anywhere.

Receive real-time alerts, investigate incidents, monitor server health, and perform key operational tasks directly from your mobile device.

Business Benefit: Maintain control of critical systems anytime, anywhere.

WHY FOUR9S?

Built to deliver answers, not just metrics

Many monitoring tools can tell you that a problem exists. Four9s **is designed to explain why** it happens.

Our platform provides deep observability and performance intelligence specifically tailored to Microsoft SQL Server environments, enabling database, infrastructure, and development teams to rapidly identify the root cause of performance, availability, and capacity issues across business-critical systems.

WHAT MAKES FOUR9S DIFFERENT

- ***Observability*. Second by second**

Four9s captures SQL Server activity with one-second granularity, allowing teams to analyse transient events, resource spikes, and performance degradations that are often missed by traditional monitoring solutions.

- **Agentless by design. Minimum impact.**

Four9s has been engineered to minimise overhead on monitored environments:

- No agents installed on servers
- No intrusive traces
- No mechanisms that alter system behaviour

This architecture enables continuous monitoring of high-demand environments without affecting performance.

- **Understand the cause, not just the symptom**

Four9s goes beyond metrics and alerts by providing the context required to answer critical operational questions:

- What process triggered the issue?
- When did it begin?
- What was the actual impact?
- How did it evolve over time?

ADVANCED CAPABILITIES

- **Infrastructure-to-business correlation**

Connect technical metrics with real business activity to understand how workload patterns affect system performance and operational outcomes.

- **Unlimited historical analysis**

Investigate any incident with the same level of detail available in real time, reconstructing exactly what happened at any given moment.

- **Built by SQL Server specialists**

Four9s was created from years of experience managing demanding SQL Server environments, addressing the real-world challenges faced by DBAs and technical teams responsible for mission-critical systems.

- **Continuous evolution driven by clients**

The platform is constantly enhanced through feedback from organisations that rely on Four9s in production environments, ensuring ongoing innovation aligned with operational needs.

BUSINESS BENEFITS

✓ Faster diagnosis and resolution of performance issues

✓ Increased availability of critical systems

✓ Early detection of incidents and performance degradation

✓ Improved database and application performance

✓ Reduced operational risk and greater platform stability

✓ Better decision-making based on accurate and actionable data

Designed for SQL Server-Critical Organisations

Four9s is a specialised, intuitive platform built for organisations where SQL Server plays a strategic role in business operations.

Request a demonstration and discover how Four9s can provide the visibility, context, and intelligence needed to optimise your SQL Server environments.

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SUCCESS STORIES

RETABET GROUP: REAL-TIME OPERATIONAL INTELLIGENCE FOR A MISSION-CRITICAL PLATFORM PROCESSING MILLIONS OF TRANSACTIONS EVERY DAY

EXECUTIVE SUMMARY



Industry: Gaming & Sports Betting.
Environment: Microsoft SQL Server.
Challenge: Identifying and analysing performance incidents across a highly transactional platform processing millions of bets daily.
Objective: Ensure maximum availability, minimise user impact, and significantly reduce diagnostic times.
Outcome: Complete visibility into database activity, second-by-second analysis capabilities, and a substantial reduction in the time required to identify and resolve root causes.

ABOUT RETABET

Retabet Group is one of the leading technology-driven organisations in the sports betting industry. With more than 15 years of experience, thousands of betting terminals, and an international online presence, the company manages millions of transactions every day through a technology platform developed entirely in-house.

Microsoft SQL Server is a core component of its infrastructure, supporting business-critical processes where performance and availability directly impact customer experience and revenue generation.

THE CHALLENGE

As the business expanded, both transaction volumes and technological complexity increased significantly.

The platform executes hundreds of millions of operations daily while maintaining availability levels close to 99.99%, operating continuously 24 hours a day, seven days a week.

Although Retabet's technical teams had extensive expertise and deep knowledge of their systems, they faced a recurring challenge:

when intermittent performance degradation occurred, determining exactly what had happened afterwards—and why—was often difficult, time-consuming, or impossible

The organisation required a solution capable of:

- Analysing SQL Server activity with one-second granularity.
- Correlating infrastructure metrics with business processes.
- Detecting anomalies before they impacted end users.
- Retaining detailed historical information for incident investigations.
- Accelerating diagnosis and resolution processes

"When performance issues were reported during specific periods, understanding what had happened afterwards was extremely difficult—or sometimes simply impossible."

THE SOLUTION

After evaluating multiple solutions, Retabet selected Four9s as its monitoring, observability, and performance analysis platform for SQL Server environments.

From the initial deployment, Four9s provided deep visibility into server activity, workload behaviour, query execution, and resource consumption, enabling teams to correlate technical events with business operations in real time.

One of the most valuable capabilities proved to be second-by-second analysis, allowing teams to investigate short-lived incidents that would otherwise remain undetected by conventional monitoring tools

Additional functionality including:

- Real-time monitoring
- Historical performance analysis
- Database object exploration
- SQL code search and analysis
- Workload-to-infrastructure correlation

helped improve operational efficiency across database administration, support, and development teams.

"One of the key factors in our decision was Four9s' ability to analyse exactly what is happening on our servers second by second and directly relate it to the processes being executed."

RESULTS

Following the implementation of Four9s, Retabet gained a level of operational insight that had previously been unavailable.

Technical teams can now:

- Detect issues as they occur.
- Identify root causes significantly faster.
- Reduce investigation and troubleshooting times.
- Anticipate potential service degradation.
- Optimise critical processes and internal developments.
- Maintain a consistent user experience during peak demand periods.

In an environment where even brief performance degradation can lead to lost transactions, reputational damage, and revenue impact, Four9s has become a strategic component of day-to-day operations.

"Four9s provides us with the information we need to understand exactly what is happening at any moment and react quickly when the business needs it most"

BUSINESS IMPACT

The adoption of Four9s has enabled Retabet Group to strengthen operational stability, reduce the risks associated with performance incidents, and establish a level of analytical capability aligned with the demands of a continuously operating digital business.

Today, Four9s is part of the essential technology stack used by database, support, and development teams to ensure the reliability and performance of one of the most demanding transactional environments in the gaming industry

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PEPPER SPANISH SERVICING: GAINING VISIBILITY AND CONTROL OVER THIRD PARTY APPLICATIONS

EXECUTIVE SUMMARY



Industry: Financial Services & Asset Management
Environment: Microsoft SQL Server (On-Premises and Microsoft Azure)
Challenge: Limited visibility into the performance of a business-critical application developed and maintained by a third-party provider
Objective: Identify performance bottlenecks, optimise processes, and obtain objective technical insights to support decision-making
Outcome: Faster detection of performance issues, significantly reduced diagnostic times, and greater operational control over critical systems

ABOUT PEPPER SPANISH SERVICING

Pepper Spanish Servicing is part of Pepper Group, an international financial services organisation specialising in loan servicing and asset management. With operations across multiple European markets and more than €8 billion in assets under management in Spain, the company operates in an environment where system availability, operational efficiency, and service quality are fundamental to business success.

As the organisation continued to grow through the acquisition of new portfolios and the expansion of its operations, maintaining a robust and scalable technology platform became increasingly important

“Our business is built around delivering excellent service to our clients. This requires a continuous commitment to quality, innovation, and the ongoing improvement of our infrastructure and systems”

THE CAHALLENGE

Pepper's technical teams are responsible for managing the database infrastructure that supports the organisation's core business applications across both on-premises and Microsoft Azure environments.

However, a significant challenge existed: the company's primary business application was developed and maintained by an external vendor.

This limited the team's ability to investigate performance issues effectively and made it difficult to provide objective technical evidence when engaging with third-party development teams.

At the same time, the organisation needed to:

- Maintain availability levels close to 99.99%.
- Complete maintenance activities within limited operational windows.
- Minimise disruption to business operations.
- Analyse historical performance trends.
- Provide technical evidence to support optimisation initiatives with external suppliers

The team recognised that increasing infrastructure resources alone would not solve the problem.

"We knew our challenges could not be solved simply by adding more resources. We needed to understand exactly what was happening inside our databases"

THE SOLUTION

After evaluating several solutions, Pepper selected Four9s as its monitoring, observability, and performance analysis platform for Microsoft SQL Server environments.

From the proof-of-concept stage, Four9s delivered a level of **visibility** that had previously been unavailable, enabling teams to analyse **both real-time activity and historical workload** behaviour across the platform.

Its second-by-second analysis capabilities allowed the team to quickly identify abnormal processes, uncover resource consumption patterns, and gather precise information to support collaboration with external development providers.

Among the capabilities more valued by Pepper were:

- Real-time monitoring with one-second granularity.
- Detailed historical performance analysis.
- Identification of high-impact queries and processes.
- Correlation of system metrics with business activity.
- Integrated database administration and analysis functionality.

"From the moment we deployed Four9s, we were able to detect activity spikes in specific processes, pinpoint their origin, and work with our supplier to implement improvements."

RESULTS

The implementation of Four9s provided Pepper with significantly greater control and understanding of its critical systems.

Technical teams can now:

- Quickly identify performance bottlenecks and service degradation.
- Investigate historical incidents with complete accuracy.
- Validate changes before production deployment.
- Optimise maintenance and operational processes.
- Collaborate more effectively with third-party suppliers.
- Significantly reduce diagnosis and resolution times

Access to objective, actionable information enabled the organisation to **move from a reactive** operational model **to a data-driven approach** focused on continuous improvement.

BUSINESS IMPACT

For an organisation where application performance and availability directly influence service quality for clients and investors, Four9s has become a strategic component of day-to-day operations.

The platform provides the visibility and analytical capability required to anticipate issues, reduce operational risk, and ensure that business-critical applications consistently meet expected service levels.

In addition, Four9s has enabled Pepper to make decisions based on objective technical evidence, improve collaboration with external providers, and increase confidence in the management of its technology environment.

“From day one, we could clearly see the value Four9s brought to our organisation. Today we have greater visibility, stronger analytical capabilities, and far more confidence in the management of our critical systems.”

HT MÉDICA: FROM LIMITED VISIBILITY TO PROACTIVE PERFORMANCE OPTIMISATION ACROSS A CRITICAL HEALTHCARE PLATFORM

EXECUTIVE SUMMARY



Industry: Healthcare & diagnostic imaging
Environment: Microsoft SQL Server supporting business-critical clinical applications
Challenge: Performance degradation affecting key business applications, with no clear visibility into the underlying cause
Objective: Identify the root cause of performance issues and establish a proactive monitoring and optimisation strategy.
Outcome: Discovery of database design issues, improved platform performance, reduced diagnostic times, and the ability to anticipate potential incidents before they affect users

ABOUT HT MEDICA

HT Médica is a leading healthcare organisation specialising in diagnostic imaging, with more than 45 years of experience delivering advanced radiology services, digital pathology solutions, and innovative technologies incorporating artificial intelligence to support clinical diagnosis.

Its daily operations depend on mission-critical applications that manage clinical and patient information, making system availability, stability, and performance essential to maintaining the quality of care provided to healthcare professionals and patients.

"Our patients are our highest priority. We are committed to delivering a service built on quality, innovation, and best-in-class technology."

THE CHALLENGE

As HT Médica continued to grow, demand on its information systems and databases increased significantly.

The infrastructure supporting its clinical platform began to experience performance bottlenecks that affected the responsiveness of applications used throughout the organisation. While the symptoms initially appeared to be related to infrastructure capacity, further analysis revealed that the available hardware resources were sufficient to support the workload.

The real **challenge was identifying which database components were responsible** for the degradation and determining how to resolve them effectively

The organisation needed:

- Complete visibility into SQL Server activity.
- Real-time insight into database performance.
- The ability to identify bottlenecks and problematic queries.
- Tools capable of detecting issues before they affected users.
- A sustainable long-term monitoring and optimisation strategy

THE SOLUTION

Working alongside ***IaaS365***, HT Médica evaluated Four9s through a proof-of-concept project designed to validate its ability to identify the source of performance issues and establish a framework for continuous observability.

From the earliest stages, Four9s uncovered behaviours that had previously gone unnoticed, providing detailed insight into query execution, stored procedures, data access patterns, and database design elements that were limiting overall platform performance.

The combination of real-time monitoring, historical analysis, and advanced diagnostic capabilities enabled the technical team to understand precisely where the problems originated and take corrective action at the source.

"For us, Four9s was like the Rosetta Stone. It allowed us to discover where the issues originated and identify conceptual design problems within our database architecture."

Rapid deployment also proved to be a significant advantage. Within just a few weeks, the team had gathered enough information to begin making decisions based on objective data rather than assumptions.

"Four9s focuses exactly on what we need. It allows us to quickly identify which processes are affecting performance and locate problems long before they have any impact on the business."

RESULTS

The implementation of Four9s fundamentally changed the way HT Médica manages database performance and operational risk.

Technical teams can now:

- Detect anomalies before they become service-affecting incidents.
- Identify procedures and queries responsible for performance degradation.
- Understand the operational impact of individual workloads.
- Reduce diagnosis and troubleshooting times.
- Optimise database design and application performance.
- Improve the stability of clinical applications

One of the most important outcomes was the discovery that the performance issues were not caused by insufficient infrastructure capacity, but by specific database design and optimisation challenges.

his allowed the organisation to focus its efforts where they would deliver the greatest impact while avoiding unnecessary infrastructure investment.

BUSINESS IMPACT

The adoption of Four9s has enabled HT Médica to move from a reactive operational model to a proactive strategy based on continuous observability and performance optimisation.

The organisation now benefits from complete visibility across its critical systems, helping reduce operational risk, improve service quality, and ensure a more reliable experience for both healthcare professionals and patients.

Beyond the technical improvements, HT Médica also highlights the value of the specialist guidance and support provided by IaaS365 throughout the project, helping the organisation approach future challenges with greater confidence

“The implementation of Four9s has been a success. It has given us visibility, preventive capability, service improvements, and above all, peace of mind.”

TRUSTED BY LEADING ORGANASATIONS: SELECTED CLIENTS ACROSS THE PUBLIC AND PRIVATE SECTORS



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