

Large Enterprise, Professional Services, India

Introduction

This case study of ExlService Holdings, Inc. is based on an October 2018 survey of SQL Diagnostic Manager for SQL Server customers by TechValidate, a 3rd-party research service.



“SQL Diagnostic Manager provides us with improvement in database performance.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select SQL Diagnostic Manager for SQL Server:

- Improving database performance
- Identifying problematic SQL queries, batches, and statements
- Accelerating root-cause identification and mean time to resolution

Use Case

The key features and functionalities of SQL Diagnostic Manager for SQL Server that the surveyed company uses:

- Has 500 to 999 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
 - On-premise on physical machines
 - The public cloud as managed databases
- Looked for the following features when evaluating SQL Diagnostic Manager for SQL Server:
 - Find query bottlenecks using wait state analysis
 - Proactively alert with multiple baselines and automatic response actions
 - Support automatic administration and provisioning of monitoring using scripting
 - Monitor databases in the cloud

Company Profile

Company:
ExlService Holdings, Inc.

Company Size:
Large Enterprise

Industry:
Professional Services

About SQL Diagnostic Manager for SQL Server

IDERA SQL Diagnostic Manager is a powerful performance monitoring and diagnostics solution that proactively alerts administrators to health, performance, or availability problems within their SQL Server environment.

Learn More:

[Idera](#)

Results

The surveyed company achieved the following results with SQL Diagnostic Manager for SQL Server:

- Team impact:
 - Improved database administrator efficiency
 - Improved visibility into database health and performance
 - Faster mean time to resolution for database issues
 - Improved database performance
 - Improved collaboration with other IT groups
 - Monitoring of databases in the cloud with the same tools as for on-premise
- Organizational impact:
 - Improved database end-user experience
 - Improved confidence in organization-oriented service-level agreements
 - Reduced database-related IT costs
- Reduced the following:
 - Unplanned downtime: 60% to 80%
 - Time to find root cause: 60% to 80%
 - Cost to monitor databases: 60% to 80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server compared to its competition:
 - Dashboard customization: Significantly better
 - Query-level wait statistics: Better
 - Tempdb monitoring: Significantly better
 - Alerting: Significantly better
 - SCOM integration: Better
 - Query analysis: Better

