SQL DIAGNOSTIC MANAGER FOR SQL SERVER CASE STUDY

Large Enterprise, Professional Services, United Kingdom

Introduction

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

> "With SQL Diagnostic Manager, we identify historical performance issues."

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
- Improving visibility into the overall health and performance of databases
- Accelerating root-cause identification and mean time to resolution
- Increased pressure from other IT groups and third party vendors
- Monitoring databases in the cloud with a minimum number of tools and learning curve

Use Case

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

- Has 100 to 499 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
  - On-premise on virtual machines
  - The private cloud on virtual machines
- Looked for the following features when evaluating SQL Diagnostic Manager for SQL Server:
  - Find query bottlenecks using wait state analysis
  - Find and resolve blocking and deadlocks
  - Proactively alert with multiple baselines and automatic response actions

Results

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

- Team impact:
  - Improved database administrator efficiency
  - 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
  - Better planning for future capacity requirements
  - Reduced risk and increased confidence with migrating to databases to the cloud
- Reduced the following since using SQL Diagnostic Manager for SQL Server:
  - Unplanned downtime: >80%
  - Mean time to resolution: >80%
  - Time to find root cause: >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: Significantly better
  - Tempdb monitoring: Better
  - Alerting: Significantly better
  - SCOM integration: Better
  - Server-level waits: Significantly better
  - Query analysis: Best in class

Company Profile

Company:
Howdens

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

Source: Tony Hayes, IT Manager, Howdens

Research by TechValidate

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