

# Medium Enterprise, Real Estate, Australia

## Introduction

This case study of Agentplus (Run Property) 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 queries that were not structured to use existing indexes and we identify index fragmentation.”

“With SQL Diagnostic Manager, we get improved and more consistent performance by identifying items code requiring adjustments to reduce performance hits.”

## 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

## Use Case

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

- Has less than 10 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
  - The private cloud on virtual machines
  - The public 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

## 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
- Organizational impact:
  - Improved database end-user experience
  - Improved confidence in organization-oriented service-level agreements
  - Reduced lost employee productivity
- Reduced the following:
  - Mean time to resolution: 60% to 80%
  - Time to find root cause: 60% to 80%

### Company Profile

Company:  
**Agentplus (Run Property)**

Company Size:  
**Medium Enterprise**

Industry:  
**Real Estate**

### 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:**

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