SQL DIAGNOSTIC MANAGER FOR SQL SERVER CASE STUDY

Medium Enterprise, Banking, Brazil

Introduction

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

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> "With SQL Diagnostic Manager, we reduce locks contention on databases."
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> "With SQL Diagnostic Manager, we find problematic queries much faster, so that we can act before users complain about performance."

Challenges

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

- 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 100 to 499 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
  - On-premise on physical machines
  - On-premise 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 visibility into database health and performance
  - Improved database performance
- Organizational impact:
  - Improved database end-user experience
- Reduced the following:
  - Unplanned downtime: 60% to 80%
  - Time to find root cause: >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: Significantly better
  - Alerting: Best in class
  - Server-level waits: Best in class
  - Query analysis: Significantly better

Company Profile

Company:
Daycoval

Company Size:
Medium Enterprise

Industry:
Banking

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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Source: **Bruno Perroni, Server Administrator, Daycoval**