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SQL DIAGNOSTIC MANAGER CASE STUDY

Emory Healthcare (Large Enterprise / Health Care in USA)

Introduction

This case study of Emory Healthcare is based on an April 2017 survey of SQL Diagnostic Manager customers by TechValidate, a 3rd-party research service.

"With SQL Diagnostic Manager, we can pinpoint the cause of page lock timeouts that standard methods were not able to find. It helped us determine that it was an issue with how an application vendor implemented their stored procedures."

"I really like the ease of use: You can have it up and running in under 15 minutes."

Challenges

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

- Optimize their SQL Server database instances to:
  - Improve database performance.
  - Accelerate root cause identification and mean time to resolution.
  - Improve the ability to identify database-related application performance.
  - Address a lack of DBA resources to effectively and proactively manage all instances.
  - Automate administration and provision monitoring using scripting language.
  - Find query bottlenecks using wait state query workload analysis.
  - Produce and publish performance reports.
  - Find and resolve blocking and deadlock application conflicts.
  - Diagnose performance issues with Availability Groups.

Use Case

The key feature and functionality of SQL Diagnostic Manager that the surveyed company uses:

- Has 50 to 100 SQL Server databases in their environment.

Results

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

- Decreased unplanned database downtime by 10% to 24%.
- Decreased mean time to resolution for database issues by more than 75%.
- Increased database administrator efficiency.
- Improved visibility into the health and performance of the databases.

Company Profile

Company:
Emory Healthcare

Company Size:
Large Enterprise

Industry:
Health Care

About SQL Diagnostic Manager

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

Learn More:

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Source: John Steskal, IT Architect, Emory Healthcare

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Research by TechValidate