IDERA

Medium Enterprise, Consumer Products, Indonesia

Introduction

This case study of HPA Indonesia is based on an October 2018 survey of SQL Diagnostic Manager for MySQL (formerly Monyog) customers by TechValidate, a 3rd-party research service.

> "SQL Diagnostic Manager for MySQL helps us with bottlenecks, buffer sizes, etc."
>
> "SQL Diagnostic Manager for MySQL helps us to improve performance."

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Challenges

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

- 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

Company Profile

Company:
HPA Indonesia

Company Size:
Medium Enterprise

Industry:
Consumer Products

About SQL Diagnostic Manager for MySQL (formerly Monyog)

Idera provides database management tools for data modeling, monitoring, securing and improving data systems with confidence.

Learn More:

⧉ Idera

Use Case

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

- Has 25 to 49 MySQL databases in their environment.
- Uses MySQL in the following environments:
    - In the public cloud on virtual machines
- Looked for the following features when evaluating SQL Diagnostic Manager for MySQL:
    - Find query bottlenecks using wait state analysis
    - Find and resolve blocking and deadlocks
    - Proactively alert with multiple baselines and automatic response actions
    - Produce and publish performance reports
    - Allow for automatic administration and provisioning of monitoring using scripting
    - Include automated advisor rules with best practices recommendations
    - Monitor databases in the cloud

Results

The surveyed company achieved the following results with SQL Diagnostic Manager for MySQL (formerly Monyog):

- Team impact:
    - Improved database administrator efficiency
    - Improved visibility into database health and performance
    - Accelerated mean time to resolution for database issues
    - Improved database performance
    - Improved collaboration with other IT groups
    - Monitored 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
    - Experienced better planning for future capacity requirements
    - Reduced lost employee productivity
    - Reduced database-related IT costs
    - Reduced risk and increased confidence with migrating to databases to the cloud
- Reduced the following:
    - Unplanned downtime: >80%
    - Mean time to resolution: >80%
    - The time to find the root cause: >80%
    - The cost to monitor databases: >80%
    - The number of unexpected incidents: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server as compared to its competition:
    - Monitor in real-time: Best in class
    - Track configuration changes: Best in class
    - Monitor problematic queries: Best in class
    - Monitor Amazon RDS: Best in class
    - See top queries across servers: Best in class

Source: **Wahyudi Hidayat, Chief Information Officer, HPA Indonesia**

Research by ⧉ TechValidate

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