

## Medium Enterprise / Health Care in USA

### Introduction

This case study of Methodist Hospitals of Dallas Inc is based on a November 2017 survey of SQL Doctor customers by TechValidate, a 3rd-party research service.

“With SQL Doctor, we are proactive and troubleshoot the issues.”

### Challenges

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

- SQL Server performance problems due to:
  - index and query issues
  - disk, memory, network, and processor issues
  - database and server settings
  - deadlocks, blocking processes, long-running jobs and transactions, and wait stats
- SQL Server security risks due to non-optimal security settings
- SQL Server disaster recovery risks due to database and transaction log backup issues
- A need for guidance on how to quickly fix SQL Server issues (not sure how system changes will affect database performance)

### Use Case

The surveyed company has 10 to 24 SQL Server databases in their environment.

The surveyed company looked for the following key features when evaluating SQL Doctor:

- Run real-time, as-needed, and scheduled health checkups
- Limit the analysis to specified databases, applications, and performance categories
- View a summary of the health of the entire enterprise and of a selected server
- Display a prioritized list of performance optimization recommendations
- Generate SQL scripts to optimize performance and to undo previously applied optimization
- Access analysis history and view trends

### Results

The surveyed company achieved the following results with SQL Doctor:

- Team impact:
  - Improved visibility into database health and performance
  - Identified the root cause and resolved problems faster
  - Proactively resolved problems before they impact the organization
  - Reduced database workload and increased database performance
  - Have better utilization of resources
  - Decreased security and disaster recovery risk
  - Improved the efficiency of database specialists
- Organizational impact:
  - Improved database end-user experience
  - Experienced fewer and less severe unpredictable database incidents
  - Improved database performance against organization-oriented service-level agreements
  - Reduced lost employee productivity
  - Decreased database-related IT costs
  - Could better meet the standards for security and disaster recovery
  - Maximized their infrastructure investments
- Reduced:
  - backup issues: more than 80%
  - index issues: more than 80%
  - query issues: more than 80%
  - resource issues: more than 80%
  - SQL Server settings issues: more than 80%
  - workload issues: more than 80%

The surveyed company rates the following capabilities of SQL Doctor as compared to its competition:

- quick or full health checkups: best in class compared to
- drill-down dashboard: best in class
- prioritized recommendations: best in class
- educational resources: best in class
- scripts to tune and undo: best in class
- access to analysis history: best in class

#### Company Profile

Company:  
**Methodist Hospitals of Dallas Inc**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

#### About SQL Doctor

SQL Doctor is a must-have time-saving tool that leverages proven industry best practices endorsed by SQL Server MVPs to analyze and provide recommendations for improving SQL Server performance. It targets some of the most common performance problems such as queries, server configuration, security, database objects, memory, wait statistics, query plans, and much more.

#### Learn More:

