PARTNER AGENT INC.

In April 2018, IDERA's parent company Idera, Inc. acquired Webyog.
Since then, IDERA has incorporated Webyog's MySQL monitoring tool "Monyog"
into its product portfolio and rebranded it **SQL Diagnostic Manager for MySQL.**

OVERVIEW

Founded in Tokyo in 2006, Partner Agent, Inc. provides marriage information and support services in Japan. Services include dating introductions, wedding planning and marriage counseling.

MySQL database servers are the technology backbone for Partner Agent's mission to provide an exceptional customer experience, so any downtime can cause considerable reputation damage and revenue losses for the company.

The Partner Agent database engineering team must ensure that database servers are up and running and keep a tab on configurations that can otherwise cause the application to run slowly.

ORGANIZATON PROFILE

Industry Marriage Info & Support Services   **Headquarters** Tokyo, Japan   **Website** www.p-a.jp

CHALLENGE

To keep up with production demands, Partner Agent database administrators (DBAs) relied on the logs provided by MySQL like Slow Query, General Query and Error log to measure the health status of their MySQL servers in the absence of a database monitoring tool. This reliance on logs meant DBAs were constantly looking up files or manually querying the MySQL tables.

In addition, the team was required to configure specific MySQL default variables so they match the company's MySQL environment.

SQL queries often took a long time to execute due to improper use of indexes or query structure. This extended execution time could exhaust system resources (such as CPU and RAM), and machines occasionally started throttling. As a result, DBAs had to monitor the prolonged execution time effectively to track the overall performance of the system and the applications running on it.

SOLUTION

Partner Agent's database engineering team explored multiple MySQL monitoring tools that could align with their monitoring needs to overcome these issues.

They initially considered the commercial version of MySQL but found it to be costly. What they needed was a monitoring tool that spots problems in less time and helps them focus on improving and sustaining the performance of their MySQL database servers.

> Monyog made it easy to monitor database performance and reduce downtime.
>
> Yuji Tajima **Lead of System Planning** at Partner Agent Inc.

They found that the Monyog MySQL monitor feature set allowed them to seamlessly reach optimum levels of performance tuning, and it was also cost effective.

"Monyog made it easy to monitor database performance and reduce downtime," said Yuji Tajima, lead of system planning at Partner Agent Inc.

RESULTS

Monyog's Dashboard feature provided the Partner Agent database team the flexibility to create their own set of charts (system charts, MySQL charts, etc.) which update the data after every user-defined interval of time.

The system charts identified load spikes on the machine running the MySQL server and which queries were involved in a spike within a specific timeframe. This display helped them narrow down the set of queries responsible for the spike. They were also able to see the explain plan output for each of the queries, which allowed them to optimize the queries.

More than 600 monitors and advisors made use of important MySQL variables which gave Partner Agent DBAs the overall health status of database servers.

Monyog's ability to set up a query time threshold and send alerts has allowed the team to proactively identify slow, problematic queries. The server configuration feature was also useful when they needed to compare and track MySQL server configuration changes. It lists all the MySQL variables for different MySQL servers side by side, making it easier to identify performance differences among the servers.

Tajima concluded, "Monyog helped monitor the health status of the MySQL database servers to keep up with the production demands."

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