

PLEXUS  
MONITORS  
WORLDWIDE  
SQL SERVER  
ENTERPRISE USING  
A MOBILE DEVICE

# OVERVIEW

Founded in 1980, Plexus Industries provides custom electronic design, development, and manufacturing services for customers worldwide. They have helped thousands turn ideas into manufactured electronic products. Plexus has 14 offices around the world — including eight offices in the USA, three in Europe, two in Asia, and one in Mexico.

Customer project data is critical to Plexus's business. Project managers and developers worldwide must be able to run status reports on customer projects at all times. Therefore, the SQL Servers that manage this customer data must be always available and running smoothly to ensure that projects stay on track.

## ORGANIZATON PROFILE

**Industry** Manufacturing

**Location** Wisconsin, USA

**Employees** 19,000

**Website** plexus.com

## CHALLENGES

With more than 30 SQL Servers positioned worldwide, Tom Lane needed a solution that would make it faster and easier for him to monitor, manage and control SQL Servers without having to be at his desk 24 x 7. Furthermore, with a 3-hour roundtrip commute, Tom was frequently on the road when problems occurred.

SQL Diagnostic Manager allows me to stay in touch with our SQL Servers even when I am on the road. If there is a problem, the mobile console alerts me immediately. Then, if necessary, I can take immediate action to fix the problem.

Tom Lane, **Sr. Database Administrator**, Plexus



# SOLUTION

Tom Lane chose IDERA's SQL Diagnostic Manager's mobile console to help manage SQL Server worldwide using simple mobile devices. Now the database administrator (DBA) is alerted to SQL Server problems immediately and is able to take action to correct them – anytime, anywhere, using a tool that fits into the palm of his hand.

IDERA's SQL Diagnostic Manager's mobile console allows Plexus Corporation to simplify and streamline management and monitoring of distributed SQL Servers using a mobile device

Managing and delivering manufacturing information on time and on budget is critical to Plexus' business. Therefore, they need to be able to access customer data at all times for accurate reporting purposes. Mr. Tom Lane is the Sr. Database Administrator for SQL Server databases at Plexus. With over 10 years of experience managing databases and IT projects, it is Tom's responsibility to ensure that Plexus' 30+ SQL Server databases distributed worldwide are running strong and accessible at all times. Mr. Lane has turned to IDERA's SQL Diagnostic Manager's mobile console to help him more easily and conveniently monitor, manage, and control all SQL Servers – using only a mobile device.

"My major priorities are SQL Server performance and 24/7 accessibility, because no matter what our database have to be running. SQL Diagnostic Manager's mobile console helps me keep tabs on all of our critical SQL Servers worldwide without having to spend all of my time at my desk. It allows me to monitor and control virtually everything about the databases –easily – right from the palm of my hand, using my mobile device," said Tom.

"My greatest challenge is the 3-hour roundtrip commute I make to the office. While I am on the road, literally thousands of things can go wrong with our SQL Server databases and little problems can quickly turn into big problems. But I am powerless to fix anything until I arrive at work. I would often arrive at work with lots of fires that needed immediate attention. Then, I found SQL Diagnostic Manager's mobile console. It has really changed my life!"

# BENEFITS

"There is not much I cannot do with SQL Diagnostic Manager's mobile console. I can easily find, start, or debug jobs and monitor virtually everything about my SQL Servers – right from the palm of my hand. In the few months I have been using the product, I have not needed to do anything that this product does not allow me to do – anywhere, anytime. It also gives me the power to write my own scripts and to customize any action I need."

"The alerting capabilities within SQL Diagnostic Manager's mobile console are really powerful – it has found potential issues that I had never noticed before. For example, a few weeks ago we launched a new system into production in Penang, Malaysia. SQL Diagnostic Manager's mobile console pointed out that 100% of the drive on that server was in use and needed additional memory quickly. This could have caused serious performance problems if not resolved!"

"Surprisingly, I like the advice that SQL Diagnostic Manager's mobile console provides – it helps me quickly decide how to alleviate problems. Just look for the text in red and click for more information. I am a knowledgeable DBA with many years of experience, but I have still found the advice to be very helpful. I can see this tool being a really great for novice DBAs."

"I am amazed at the overall feel and performance of the product. Being on my mobile device, it fits in my pocket but it is so informative and offers a lot of power. The product is very well-designed and offers excellent attention to detail. It is also easy-to-use. I really love using it!

"In summary, SQL Diagnostic Manager's mobile console enables me to be a more productive database manager because I know what is going on at all times. Eventually, we will migrate all of data collection processes and applications to SQL Server and I look forward to managing all of these SQL Servers using SQL Diagnostic Manager's mobile console!"

# SQL DIAGNOSTIC MANAGER

Grow your business by maximizing the availability and performance of your SQL Server databases with robust diagnostics, intelligent alerts, and expert recommendations.

Start for FREE

