

Medium Enterprise, Telecommunications Services, South Africa

Introduction

This case study of EOH Network Solutions ado EOH Mthombo: Dark Fibre Africa is based on an October 2018 survey of SQL Management Suite customers by TechValidate, a 3rd-party research service.



“SQL Management Suite allows us to identify and resolve deadlocks.”

Challenges

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

- Improving database performance
- Identifying problematic SQL queries, batches, and statements
- Managing an entire backup environment via a centralized console

Use Case

The key features and functionalities of SQL Management Suite that the surveyed company uses:

- Has 25 to 49 SQL Server databases in their environment.
- Uses SQL Server in the following environments:
 - On-premise on virtual machines
 - In the private cloud on virtual machines
- Looked for the following features when evaluating SQL Management Suite:
 - Find and resolve blocking and deadlocks
 - Manage entire backup environment with central console

Results

The surveyed company achieved the following results with SQL Management Suite:

- Team impact:
 - Improved database administrator efficiency
 - Improved visibility into database health and performance
 - Improved visibility of user activity
 - Simplified view of audit and compliance data
 - Accelerated backup and recovery times
- Organizational impact:
 - Improved database end-user experience
 - Satisfied audits for industry regulatory requirements
 - Reduced the risk of database breaches
 - Gained confidence that an entire environment is adequately backed up
- Reduced the following since using SQL Management Suite:
 - Time to find root cause: 60% to 80%
 - Time to track DB activity: >80%
- Rates the following capabilities of SQL Management Suite as compared to its competition:
 - Dashboard customization: significantly better
 - Query-level wait statistics: significantly better
 - Alert on suspicious activity: best in class
 - Audit DB events: best in class
 - Security reporting: significantly better

Company Profile

Company:
**EOH Network Solutions
ado EOH Mthombo (Pty)
Ltd : Dark Fibre Africa**

Company Size:
Medium Enterprise

Industry:
**Telecommunications
Services**

About SQL Management Suite

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

Learn More:

[Idera](#)