

Small Business, Computer Software, Panama

Introduction

This case study of Enterprise Solutions Panama is based on an October 2018 survey of SQL Diagnostic Manager for SQL Server customers by TechValidate, a 3rd-party research service.



“With SQL Diagnostic Manager, we can diagnose an incident and reduce the time of the investigations.”

“SQL Diagnostic Manager provides us with confiability.”

Challenges

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

- 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:
Enterprise Solutions Panama

Company Size:
Small Business

Industry:
Computer Software

Use Case

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

- Has less than 10 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
 - On-premise on virtual machines
- Looked for the following features when evaluating SQL Diagnostic Manager for SQL Server:
 - Find query bottlenecks using wait state analysis
 - Produce and publish performance reports
 - Support automatic administration and provisioning of monitoring using scripting

About SQL Diagnostic Manager for SQL Server

IDERA SQL Diagnostic Manager is a powerful performance monitoring and diagnostics solution that proactively alerts administrators to health, performance, or availability problems within their SQL Server environment.

Learn More:

[Idera](#)

Results

The surveyed company achieved the following results with SQL Diagnostic Manager for SQL Server:

- Team impact:
 - Improved database administrator efficiency
 - Improved database performance
 - Improved collaboration with other IT groups
- Organizational impact:
 - Improved database end-user experience
 - Better planning for future capacity requirements
 - Reduced database-related IT costs
- Reduced the following:
 - Unplanned downtime: >80%
 - Mean time to resolution: >80%
 - Time to find root cause: >80%
 - Cost to monitor databases: >80%
 - Number of unexpected incidents: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server compared to its competition:
 - Dashboard customization: Better
 - Query-level wait statistics: Better
 - Tempdb monitoring: Better
 - Alerting: Better
 - SCOM integration: Better
 - Server-level waits: Better
 - Query analysis: Better