

# Large Enterprise, Financial Services, USA

## Introduction

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

“SQL Diagnostic Manager provides us with proactive diagnostics and a centralize administration.”

## 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
- Monitoring databases in the cloud with a minimum number of tools and learning curve

## Use Case

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

- Has 1,000+ SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
  - On-premise on physical machines
  - 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

## Results

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

Team impact:

- Improved database administrator efficiency
- Improved visibility into database health and performance
- Faster mean time to resolution for database issues

Organizational impact:

- Improved database end-user experience
- Improved confidence in organization-oriented service-level agreements
- Better planning for future capacity requirements

Rates the following capabilities of SQL Diagnostic Manager for SQL Server compared to its competition:

- Dashboard customization: Best in class
- Query-level wait statistics: Best in class
- tempdb monitoring: Best in class
- Alerting: Best in class
- sCOM integration: Best in class
- Server-level waits: Best in class
- Query analysis: Best in class

### Company Profile

Company:  
**Fidelity National Financial**

Company Size:  
**Large Enterprise**

Industry:  
**Financial Services**

### 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:**

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