CALIFORNIA DEPARTMENT OF HEALTH

IDERA Helps California Department of Health Keep SQL Servers Running Strong

OVERVIEW

Mitch Bottel, database administrator at the California Department of Health and his team are faced with the challenge of maintaining the health of 35+ SQL Servers. These servers serve as the backend to several healthcare applications. At any given time, these healthcare applications and data are needed by hospitals, state officials, members of Congress and more around the state. These end-users need the applications and data for information ranging from healthcare to State Legislative bills," said Mitch. "A huge amount of healthcare data is generated through these applications. My team and I are the keepers of this data. We must ensure that it is available, accessible, and most importantly, secure."

ORGANIZATON PROFILE

Industry Healthcare   **Headquarters** Sacramento, CA   **Website** www.cdph.ca.gov

CHALLENGE

"Before we found IDERA, my team was simply unable to solve SQL Server issues quickly or efficiently. We had some tools to help us manage SQL Server, but they were not getting the job done. We were not receiving timely alerts or received too many alerts to filter through effectively. Then, because we did not have enough performance data available to us, it would often take hours to diagnose a problem. Once it was diagnosed, we would often have to do a lot of tedious and time-consuming work on the backend to solve the issue. Many times, we were not able to determine what had gone wrong. So while my team was wasting a lot of time just diagnosing SQL Server issues, our end users were experiencing unnecessary slowdowns when trying to access data. It was getting frustrating for everyone."

Before we found IDERA, my team was simply unable to solve SQL Server issues quickly or efficiently.

Mitch Bottel **Database Administrator**

SOLUTION

"IDERA's tools have greatly improved the way we manage our SQL Servers, and they have even provided some unexpected benefits. With IDERA's SQL Diagnostic Manager, we can diagnose and resolve SQL Server problems in a fraction of the time. We are alerted in real time to issues, and we can find out what is causing the performance issue on any SQL Server in our environment with just a few clicks. Not only does it give us very detailed information about the performance and health of our SQL Servers, but it also keeps an incredible base of historical information, so that we can easily research issues that occurred in the past. Now with SQL Diagnostic Manager, if a job fails, or a server goes down, we are alerted right away and can very quickly determine what has gone wrong and even take a few simple steps to fix it."

BENEFITS

"We are especially pleased with the customized alerting that SQL Diagnostic Manager provides. Now we receive precise, immediate alerts, with the expected or less important issues filtered out. We have also set alert limits on critical servers so that if a certain threshold is reached, SQL Diagnostic Manager will email us. The other feature in SQL Diagnostic Manager that we use most frequently is the 'worst performing procedures' tab. We have issues with servers that have a lot of logs. With SQL Diagnostic Manager, we can quickly determine what statements or stored procedures are causing those."

"When we initially found IDERA, we were looking for a performance monitoring solution that would help us find and fix SQL Server issues more effectively. Then we realized that IDERA also offered a wide range of SQL Server management tools, including backup and compliance management. We realized that IDERA offered a solution for a lot of the pressing issues we were having in our SQL Server environment. That is when we decided to purchase the suite of SQL Server management tools that IDERA offers."

"We were not looking for a fast backup and compression product when we first found IDERA. However, when we found out about IDERA SQL Safe Backup, we realized it was something that we desperately needed. We have fairly large databases in our environment — at least 65 GB or more. After backup, they require at least 130 GB of storage — that is a lot! Now that we have SQL Safe Backup, we can compress the data by about 80%, saving us a lot of storage space. It also works incredibly fast, saving a lot of time. And finally, SQL Safe Backup encrypts the data, which is always a good idea with healthcare information."

"SQL Compliance Manager is great for tracking who did what when. We also use it to go back and troubleshoot. Recently, someone installed Microsoft Excel on one of our test servers, and we were not sure why or how. Using SQL Compliance Manager, we were able to go back and quickly determine who did it."

"We have found most SQL Server management and administration tools a nightmare to set up. This is especially true one of the auditing tools we use. However, all of IDERA's tools have been very easy to set up and configure. Furthermore, we have found IDERA's 24x7 phone and email support to be very helpful. I am always able to get a quick response if I have questions or issues. To sum it up: Life is a lot better now that we have IDERA!"

SQL Diagnostic Manager

ACHIEVE 24/7 SQL MONITORING

- Monitor performance for physical, virtual, and cloud environments.
- Monitor queries and query plans to see the causes of blocks and deadlocks.
- View expert recommendations to optimize performance.
- Alert predictively with settings to avoid false alerts.
- View summary of top issues and alerts.
- Monitor application transactions and optimize SQL queries.

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