

PACIFIC NORTHWEST UTILITY

The utility company reduces cost and improves efficiency with IDERA

OVERVIEW

Covering a territory of over 2,200 square miles, this utility is one of the largest publicly owned utilities in the Northwest. It serves over 350,000 electric customers and about 21,000 water customers.

The Utility is headquartered in the Pacific Northwest, where it employs about 1,000 people, including approximately 150 IT staff and support. Some 800 users access a system comprised of multiple applications on several database platforms: SAP HANA, Oracle, and SQL Server.

ORGANIZATON PROFILE

Industry Public Utilities

Headquarters Pacific Northwest

Website pnucc.org

CHALLENGE

Across its three platforms, the Utility maintains over 1,200 databases.

"It is important to have the ability to change alert metrics in groups or independently, since applications behave differently and there is not a 'one size fits all' for database activity" explains a Senior Database Administrator at the Utility.

The DBA and his team were growing frustrated by the rising costs of its existing vendor coupled with a deteriorating level of support. This DBA had worked with IDERA in the past, and that experience convinced him there were better options out there for the Utility.

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Senior Database Administrator at Pacific Northwest



SOLUTION

As frustrations mounted with its existing vendor, the DBA received a serendipitous phone call from an IDERA sales rep. Leaning on the earlier experience the DBA had with IDERA, he scheduled a follow-up call with a sales engineer.

“We went over the functionality and compared it to our existing solution,” the Senior DBA said. “I found that all offerings were comparable. The sales engineer offered a long-term solution with an aggressive price that was well received by management.”

After reviewing competitive bids and application functionality, the Utility awarded the contract to IDERA's SQL Diagnostic Manager for SQL Server over other vendors.

BENEFITS

One of the primary reasons for leaving its previous vendor was rising costs, so an immediate benefit was the cost savings. “The 3-year option saved us considerably over our previous vendor and provided us the assurance that we could project our budget cost for that period..” the DBA was quoted.

But another key advantage for the Utility was the ability to use “listeners” in SQL Server's Availability Groups. “It has saved us considerably in terms of not having to license additional servers..” The Senior DBA added. “When I was informed that we could leverage the use of listeners instead of licensing all nodes of a cluster, that was the deal-maker for me!”

Other aspects of IDERA's SQL Diagnostic Manager for SQL Server have also played a role in its successful implementation. “I also like the ability to isolate alerting metrics of an instance and a group, separately..” “The grouping notion is handy in that an instance can take part in multiple groups.”

Even several years after implementation, the Utility is still discovering ways to take advantage of its new system. “When troubleshooting issues, we often like to share what we see in the GUIs from IDERA with the development and management team,” the Senior DBA explained. “The graphs are great for discussions when we are addressing upwards scalability in terms of use and resources.”

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SQL Diagnostic Manager for SQL Server

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