

Medium Enterprise, Health Care, USA

Introduction

This case study of CareMore Health is based on an October 2018 survey of SQL Management Suite customers by TechValidate, a 3rd-party research service.

“SQL Management Suite helped us to identify potential risks and performance issues on the Tier 1 applications.”

“SQL Management Suite provides us with better performance and zero downtime.”

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
- Monitoring sensitive data access and usage
- 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 1,000+ SQL Server databases in their environment.
- Uses SQL Server in the following environments:
 - On-premise on physical machines
 - On-premise on virtual machines
- Looked for the following features when evaluating SQL Management Suite:
 - Find query bottlenecks using wait state analysis
 - Find and resolve blocking and deadlocks
 - Receive alerts when unauthorized or suspicious activity occurs
 - Audit database events such as changes in data, schema, security, and configuration
 - Harden security policies across instances
 - 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
 - Identified top security vulnerabilities
 - Accelerated backup and recovery times
- Organizational impact:
 - Improved database end-user experience
 - Experienced improved confidence in organization-oriented service-level agreements
 - Satisfied audits for industry regulatory requirements
 - Defended databases against potential threats
 - Reduced the risk of database breaches
 - Gained confidence that an entire environment is adequately backed up
- Reduced the following:
 - Unplanned downtime: >80%
 - Mean time to resolution: 60% to 80%
 - Time to find root cause: >80%
 - Time to track DB activity: 60% to 80%
 - Time to report compliance: 60% to 80%
 - Time to find vulnerabilities: >80%
 - Backup recovery time: >80%
- Rates the following capabilities of SQL Management Suite as compared to its competition:
 - Dashboard customization: Best in class
 - Query-level wait statistics: Significantly better
 - Tempdb monitoring: Significantly better
 - Alert on suspicious activity: Best in class
 - Audit DB events: Significantly better
 - Security reporting: Best in class
 - Dynamic backup compression: Best in class

Company Profile

Company:
CareMore Health

Company Size:
Medium Enterprise

Industry:
Health Care

About SQL Management Suite

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

Learn More:

[Idera](#)