

State & Local Government, USA

Introduction

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



“With SQL Management Suite, we have less downtime.”

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SQL Management Suite:

- Improving database performance
- Identifying problematic SQL queries, batches, and statements
- Monitoring sensitive data access and usage
- Seeing who did what, when, where, and how with restricted content

Use Case

The key features and functionalities of SQL Management Suite that the surveyed organization uses:

- Has 500 to 999 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

Results

The surveyed organization achieved the following results with SQL Management Suite:

- Team impact:
 - Improved database administrator efficiency
 - Improved visibility into database health and performance
- Organizational impact:
 - Improved database end-user experience
- Reduced the following:
 - Unplanned downtime: 60% to 80%
 - Mean time to resolution: 60% to 80%
 - Time to find root cause: 60% to 80%
 - Time to track DB activity: 60% to 80%
 - Time to report compliance: 60% to 80%
 - Time to find vulnerabilities: 60% to 80%
 - Backup recovery time: 60% to 80%
- Rates the following capabilities of SQL Management Suite as compared to its competition:
 - Dashboard customization: Better
 - Query-level wait statistics: Better
 - Tempdb monitoring: Better
 - Alert on suspicious activity: Significantly better
 - Audit DB events: Significantly better
 - Security reporting: Significantly better
 - Dynamic backup compression: Better

Organization Profile

Organization:
Los Angeles County Assessor

Organization Size:
State & Local

Industry:
Government

About SQL Management Suite

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

Learn More:

[Idera](#)