CHEVRON

Chevron gets its pipeline under control with SQL Diagnostic Manager

CHALLENGE

Chevron's SQL Server database environment was growing fast. Up until now, they had simply relied on Microsoft's native tools inside Management Studio. By the time they hit 200+ instances, Sumon Basu, Lead Database Administrator, SQL, and his team realized they needed a better solution for database management. Sumon Basu, Chevron's Lead Database Administrator, SQL Server, was charged with finding a third-party alternative to Microsoft's native Management Studio tools.

ORGANIZATON PROFILE

Industry Oil & Gas   **Headquarters** San Ramon, CA   **Website** chevron.com

Background Chevron is a multinational Fortune 500 Oil & Gas company with over 50,000 employees. The San Joaquin Valley business unit has approximately 2500 employees. Chevron traces its roots to 1879, with the founding of the Pacific Coast Oil Company in Los Angeles, California. Now it is one of the world's leading Oil & Gas and integrated energy companies.

"We were not able to resolve problems effectively and in a timely manner, especially trying to troubleshoot issues one database at a time," Basu said. They needed something more efficient, with more robust capabilities to fit their growing environment.

- The DBA Team consists of 6 members and there are more than 150 Developers

- Sumon Basu is the lead DBA of a team of 4 DBAs who oversee the SQL Server databases for Chevron

- They have a multi-platform database environment, with a total of 1000 databases

- 100+ of those databases are SQL Server

- Several SQL Server versions supported, including 2005, 2008 and a few 2012

- There are more than 1500 system users

- Their database environment supports a multitude of both homegrown applications as well as third party vendor applications

THE SOLUTION

They turned to IDERA's SQL Diagnostic Manager. Basu and his team saw SQL Diagnostic Manager as an automated performance monitoring tool and a diagnostic solution in one package. "We were particularly looking for a solution that would allow us to look back in time historically, since some issues may have happened at 3 a.m., and there wasn't a good method to solve problems remotely on-call."

SQL Diagnostic Manager proved to be the perfect solution to Chevron's database management challenge, offering Basu and his team the ability to analyze performance over time, as well as providing tools for diagnosing and resolving issues using either a desktop computer or a mobile device. Easy deployment and maintenance were a plus, while agent-free monitoring and minimal load on servers during data collection helped to seal the deal.

SIMPLE & COMPLETE

The growing demands of critical SQL Server instances, incidents, and user requests made it difficult to find a comprehensive solution. Meeting these demands while proactively monitoring the SQL Server environment would require a third-party solution with robust and comprehensive features. Additionally, Chevron needed a system that would allow DBAs to monitor several SQL servers at once. SQL Diagnostic Manager's enterprise-wide console was an attractive benefit, allowing them to monitor their growing inventory of SQL server databases from a consolidated interface.

It also had to be simple to implement. "We chose SQL Diagnostic Manager because it was easy to deploy and maintain, and because it was agent-less and did not put an excessive load on the server during data collection."

SQL Diagnostic Manager offered features that stood out above those of competitors. "Getting alert notifications on blocked sessions and locking status of the database is very helpful," Basu said. "And the ability to drill down and see the resource utilization during different operational times was a real eye opener for us. "

The production support team appreciates SQL Diagnostic Manager's micro-level control, which allows them to increase performance efficiency. "Applications are more fine tuned to peform in a timely manner," Basu said, "which increases productivity. We save around 15-20% of our time in gathering system performance data—almost the equivalent of one resource salary."

Basu and his team were so pleased with the ease and the features of IDERA's SQL Diagnostic Manager, they are already considering other IDERA SQL solutions. "There are potential plans to evaluate auditing solutions, so IDERA's SQL compliance manager will definitely be on our short list to check out."

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Sumon Basum **Lead Database Administrator, SQL Server** at Chevron

SQL Diagnostic Manager

ACHIEVE 24/7 SQL MONITORING

- Performance monitoring for physical and virtual environments
- Query plan monitoring to see the causes of blocks and deadlocks
- Transactional SQL Server application monitoring with SQL Workload Analysis
- Integrated SQL Doctor expert recommendations
- Predictive alerting with settings to avoid false alerts
- Web-based dashboard with at-a-glance views of top issues and alerts

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