IDERA

Small Business, Telecommunications Services, USA

Introduction

This case study of ICF Corporation is based on an October 2018 survey of SQL Diagnostic Manager for MySQL (formerly Monyog) customers by TechValidate, a 3rd-party research service.

> "SQL Diagnostic Manager for MySQL provides improved visibility into overall health and performance of our database servers."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select SQL Diagnostic Manager for MySQL):

- Improving visibility into the overall health and performance of databases
- Accelerating root-cause identification and mean time to resolution
- Monitoring databases in the cloud with a minimum number of tools and learning curve

Use Case

The key features and functionalities of SQL Diagnostic Manager for MySQL that the surveyed company uses:

- Has 10 to 24 MySQL databases in their environment.
- Uses MySQL in the following environments:
    - On-premise on virtual machines
- Looked for the following features when evaluating SQL Diagnostic Manager for MySQL:
    - Find and resolve blocking and deadlocks
    - Proactively alert with multiple baselines and automatic response actions
    - Include automated advisor rules with best practices recommendations
    - Monitor databases in the cloud

Company Profile

Company:
ICF Corporation

Company Size:
Small Business

Industry:
Telecommunications Services

About SQL Diagnostic Manager for MySQL (formerly Monyog)

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

Learn More:

 Idera

Results

The surveyed company achieved the following results with SQL Diagnostic Manager for MySQL:

- Team impact:
    - Improved database administrator efficiency
    - Improved visibility into database health and performance
    - Accelerated mean time to resolution for database issues
- Organization impact:
    - Reduced lost employee productivity
- Reduced the following:
    - The cost to monitor databases: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server as compared to its competition:
    - Monitor in real-time: Significantly better
    - Track configuration changes: Significantly better
    - Monitor problematic queries: Significantly better
    - See top queries across servers: Significantly better