

# Small Business, Insurance, USA

## Introduction

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

## Challenges

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

- Identifying problematic SQL queries, batches, and statements
- Accelerating root-cause identification and mean time to resolution

## Use Case

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

- Has 25 to 49 MySQL databases in their environment.
- Uses MySQL in the following environments:
  - In the public cloud on virtual machines
  - In the public cloud as managed databases
- 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
  - Monitor databases in the cloud

## Results

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

- Teams impact:
  - Improved visibility into database health and performance
  - Accelerated mean time to resolution for database issues
- Organizational impact:
  - Reduced lost employee productivity
- Reduced the following:
  - Mean time to resolution: 60% to 80%
  - The time to find the root cause: 60% to 80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server as compared to its competition:
  - Monitor in real-time: better
  - Monitor Amazon RDS: better
  - See top queries across servers: better

### Company Profile

Company:  
**Oscar**

Company Size:  
**Small Business**

Industry:  
**Insurance**

### About SQL Diagnostic Manager for MySQL (formerly Monyog)

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

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