IDERA

Small Business, Computer Software, Mexico

Introduction

This case study of Electronica Lowrance de Mexico S.A. de CV – Navico is based on an October 2018 survey of SQL Diagnostic Manager for SQL Server customers by TechValidate, a 3rd-party research service.

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"With SQL Diagnostic Manager, our company has elevated their productivity."

"SQL Diagnostic Manager provides us with performance."

Challenges

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

- Improving database performance
- 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 SQL Server that the surveyed company uses:

- Has less than 10 SQL Server databases in their environment.
- Uses the SQL Server in the following environments:
    - On-premise on physical machines
- Looked for the following features when evaluating SQL Diagnostic Manager for SQL Server:
    - Find query bottlenecks using wait state analysis
    - Find and resolve blocking and deadlocks

Results

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

- Team impact:
    - Faster mean time to resolution for database issues
    - Improved database performance
- Organizational impact:
    - Reduced lost employee productivity
    - Reduced database-related IT costs
- Reduced the following:
    - Mean time to resolution: 60% to 80%
    - Cost to monitor databases: 60% to 80%
    - Number of unexpected incidents: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server compared to its competition:
    - Dashboard customization: Significantly better
    - Query-level wait statistics: Significantly better
    - Alerting: Best in class
    - SCOM integration: Significantly better
    - Server-level waits: Significantly better
    - Query analysis: Better

Company Profile

Company:
Electronica Lowrance de Mexico S.A. de CV – Navico

Company Size:
Small Business

Industry:
Computer Software

About SQL Diagnostic Manager for SQL Server

IDERA SQL Diagnostic Manager is a powerful performance monitoring and diagnostics solution that proactively alerts administrators to health, performance, or availability problems within their SQL Server environment.

Learn More:

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Research by **TechValidate**