

# Small Business, Computer Software, Panama

## Introduction

This case study of Enterprise Solutions Panama is based on an October 2018 survey of SQL Diagnostic Manager for SQL Server customers by TechValidate, a 3rd-party research service.



“With SQL Diagnostic Manager, we can diagnose an incident and reduce the time of the investigations.”

“SQL Diagnostic Manager provides us with confiability.”

## Challenges

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

- Improving database performance
- Identifying problematic SQL queries, batches, and statements
- Improving visibility into the overall health and performance of databases
- Accelerating root-cause identification and mean time to resolution
- Increased pressure from other IT groups and third-party vendors
- Monitoring databases in the cloud with a minimum number of tools and learning curve

### Company Profile

Company:  
**Enterprise Solutions Panama**

Company Size:  
**Small Business**

Industry:  
**Computer Software**

## 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 virtual machines
- Looked for the following features when evaluating SQL Diagnostic Manager for SQL Server:
  - Find query bottlenecks using wait state analysis
  - Produce and publish performance reports
  - Support automatic administration and provisioning of monitoring using scripting

### 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:

[Idera](#)

## Results

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

- Team impact:
  - Improved database administrator efficiency
  - Improved database performance
  - Improved collaboration with other IT groups
- Organizational impact:
  - Improved database end-user experience
  - Better planning for future capacity requirements
  - Reduced database-related IT costs
- Reduced the following:
  - Unplanned downtime: >80%
  - Mean time to resolution: >80%
  - Time to find root cause: >80%
  - Cost to monitor databases: >80%
  - Number of unexpected incidents: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server compared to its competition:
  - Dashboard customization: Better
  - Query-level wait statistics: Better
  - Tempdb monitoring: Better
  - Alerting: Better
  - SCOM integration: Better
  - Server-level waits: Better
  - Query analysis: Better