

D4 BOLSTERS  
eDISCOVERY  
SERVICES  
WITH IDERA

# OVERVIEW

D4 is a leading international provider of managed data and discovery services to law firms and corporations. D4 was one of the first providers to offer an eDiscovery managed services solution, which launched in 2011. With more than 200 employees worldwide, the company's global operations based in Rochester, NY are complemented by electronic discovery and litigation support offices in Shanghai (China), Buffalo, Chicago, Detroit, Grand Rapids, Lincoln, NYC, Omaha, Orlando, Philadelphia, Phoenix, San Diego and Tampa. D4 operates an SOC 2-certified, Tier 3 advanced business-class data center at its Rochester headquarters. The company's small database team manages more than 7,500 SQL Server databases that contain the backend data for hosting and eDiscovery services for more than 1,800 system users.

## ORGANIZATION PROFILE

**D4**  
**Discovery**

**Industry**  
eDiscovery, Forensics,  
Manage Services

**Headquarter**  
Rochester, NY

**Website**  
[www.d4discovery.com](http://www.d4discovery.com)

# CHALLENGE

The D4 database team was having trouble monitoring its SQL Server environment and needed accurate alerts and metrics to ensure optimal performance. When issues arose, they weren't able to pinpoint the faulty server or component, significantly impacting the time to resolution, overall database performance and most importantly, the reliability of its customer-facing eDiscovery services that are critical to D4's success.

# SOLUTION

To overcome these issues on a consistent basis, D4's SQL database administrator (DBA) realized he needed to implement a powerful diagnostics and performance monitoring tool. Based on his positive experience using the product at a previous job, he selected SQL Diagnostic Manager from IDERA. After a simple installation process, SQL Diagnostic Manager helped the team easily monitor the performance of its physical and virtual server environments and get a complete view of SQL Server databases. The diagnostic capabilities enable the team to dig deep into problematic queries and receive graphical views of high-level performance information across applications, databases and users.

“

...I can't imagine how I ever survived as a DBA before [IDERA SQL] products...

— Jeff Gerew - SQL Server DBA, D4

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# BENEFITS AND OUTCOMES

After implementing IDERA SQL Diagnostic Manager, D4 has seen significant productivity gains and cost savings due to pinpoint alerting capabilities and faster troubleshooting of potentially disastrous issues. Along with SQL Diagnostic Manager, IDERA's Admin Toolkit product has also been a tremendous time-saver for the database team. "I can't imagine how I ever survived as a DBA before these products," said Jeff Gerew, SQL Server DBA at D4. "I'm still learning about all great SQL Diagnostic Manager capabilities, but the analytics feature is definitely very cool." Based on this success, D4 is considering IDERA's SQL Compliance Manager for future implementation.

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