

## Tata Consultancy Services Limited (Global 500 / Computer Services in Ecuador)

### Introduction

This case study of Tata Consultancy Services Limited is based on an April 2017 survey of SQL Diagnostic Manager customers by TechValidate, a 3rd-party research service.



“With SQL Diagnostic Manager, we save time in diagnostics.”

### Challenges

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

- Optimize their SQL Server database instances to:
  - Improve database performance.
  - Improve visibility into the overall health of the databases.
  - Identify inefficient and poor performing SQL queries, batches, and statements.
  - Accelerate root cause identification and mean time to resolution.
  - Automate administration and provision monitoring using scripting language.
  - Automate alert response actions to correct problems and integrate with other systems.
  - Find query bottlenecks using wait state query workload analysis.
  - Produce and publish performance reports.
  - Perform prescriptive analysis with expert recommendations and executable scripts.
  - Find and resolve blocking and deadlock application conflicts.
  - Diagnose performance issues with Availability Groups.

### Use Case

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

- Has 100 or more SQL Server databases in their environment.
- Operating systems integrated with SQL Server databases: Windows and VMWare.

### Results

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

- Increased database performance.
- Decreased unplanned database downtime by more than 75%.
- Decreased mean time to resolution for database issues by more than 75%.
- Improved collaboration with other IT groups and less finger-pointing.
- Reduced costs on consulting hours and/or hardware investments.
- Increased database administrator efficiency.

#### Company Profile

Company:  
**Tata Consultancy Services Limited**

Company Size:  
**Global 500**

Industry:  
**Computer Services**

#### About SQL Diagnostic Manager

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

**Learn More:**

