

Medium Enterprise, Marketing & Advertising, India

Introduction

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



“With SQL Diagnostic Manager for MySQL, we can define the retention policy for query and can see all queries of the particular interval in a single window.”

“With SQL Diagnostic Manager for MySQL, we have no need to bother about locks in peak hours since it can take care of locks efficiently.”

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
- Improving visibility into the overall health and performance of databases
- Accelerating root-cause identification and mean time to resolution
- 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 MySQL that the surveyed company uses:

- Has 50 to 99 MySQL databases in their environment.
- Uses MySQL in the following environment:
 - 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
 - Monitor databases in the cloud

Results

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

- Team impact:
 - Improved database administrator efficiency
 - Improved visibility into database health and performance
 - Accelerated mean time to resolution for database issues
- Organizational impact:
 - Improved database end-user experience
 - Improved confidence in organization-oriented service-level agreements
 - Experienced better planning for future capacity requirements
- Reduced the following:
 - Mean time to resolution: 60% to 80%
 - The time to find the root cause: 60% to 80%
 - The cost to monitor databases: >80%
- Rates the following capabilities of SQL Diagnostic Manager for SQL Server as compared to its competition:
 - Monitor in real-time: significantly better
 - Track configuration changes: best in class
 - Monitor problematic queries: better
 - Monitor Amazon RDS: significantly better
 - See top queries across servers: best in class

Company Profile

Company:
Punchh

Company Size:
Medium Enterprise

Industry:
Marketing & Advertising

About SQL Diagnostic Manager for MySQL (formerly Monyog)

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

Learn More:

[Idera](#)