

## South African National Blood Service (Non-profit in South Africa)

### Introduction

This case study of South African National Blood Service is based on an April 2017 survey of SQL Diagnostic Manager customers by TechValidate, a 3rd-party research service.

“SQL Diagnostic Manager results in no downtime on databases.”

“I really like that databases are monitored in real time.”

### Challenges

The business challenges that led the profiled organization 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.
- Important features when evaluating SQL Server performance monitoring tools:
  - Automate administration and provision monitoring using scripting language.
  - Find query bottlenecks using wait state query workload analysis.
  - Perform prescriptive analysis with expert recommendations and executable scripts.
  - Diagnose performance issues with Availability Groups.

### Use Case

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

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

### Results

The surveyed organization 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 50% to 74%.
- Improved collaboration with other IT groups and less finger-pointing.
- Increased database administrator efficiency.

#### Organization Profile

Organization:  
**South African National Blood Service**

Industry:  
**Non-profit**

#### 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:

[IDERA](#)