

CHEVRON GETS ITS SQL PIPELINE UNDER CONTROL WITH SQL DIAGNOSTIC MANAGER



THE CHALLENGE

Chevron's SQL Server database environment was growing fast. Up until now, they had simply relied on Microsoft's native tools inside Management Studio. By the time they hit 200+ instances, Sumon Basu, Lead Database Administrator, SQL, and his team realized they needed a better solution for database management.

THE IDERA SOLUTION

Idera's SQL diagnostic manager proved to be the perfect solution to Chevron's database management challenge. Easy deployment and maintenance were a plus, while agent-free monitoring and minimal load on servers during data collection helped to seal the deal.

Idera **SQL diagnostic manager**

COMPANY PROFILE—CHEVRON

NUMBER OF EMPLOYEES: Chevron is a multinational Oil & Gas company headquartered in San Ramon, CA. Chevron has a over 50,000 employees. The San Joaquin Valley business unit has approximately 2500 employees.

FOUNDED: Chevron traces its roots to 1879, with the founding of the Pacific Coast Oil Company in Los Angeles, California.

INDUSTRY: Chevron is one of the world's leading Oil & Gas and integrated energy companies.

WEBSITE: <http://www.chevron.com>

OVERVIEW

CHEVRON

- Fortune 500 Oil & Gas company
- Over 50,000 employees worldwide
- Needed a better solution for managing its database
- Sumon Basu, Chevron's Lead Database Administrator, SQL Server, was charged with finding a third-party alternative to Microsoft's native Management Studio tools

"We were not able to resolve problems effectively and in a timely manner, especially trying to troubleshoot issues one database at a time," Basu said. They needed something more efficient, with more robust capabilities to fit their growing environment. They turned to Idera's **SQL diagnostic manager** (SQLdm).

Basu and his team saw SQLdm as an automated performance monitoring tool and a diagnostic solution in one package. "We were particularly looking for a solution that would allow us to look back in time historically, since some issues may have happened at 3 a.m., and there wasn't a good method to solve problems remotely on-call." SQLdm proved to be the right solution, offering Basu and his team the ability to analyze performance over time, as well as providing tools for diagnosing and resolving issues using either a desktop computer or a mobile device.

Technical Overview

- *The DBA Team consists of 6 members and there are more than 150 Developers*
- *Sumon Basu is the lead DBA of a team of 4 DBAs who oversee the SQL Server databases for Chevron*
- *They have a multi-platform database environment, with a total of 1000 databases*
- *100+ of those databases are SQL Server*
- *Several SQL Server versions supported, including 2005, 2008 and a few 2012*
- *There are more than 1500 system users*
- *Their database environment supports a multitude of both homegrown applications as well as third party vendor applications*

SUMON BASU

LEAD DATABASE ADMINISTRATOR, SQL SERVER

"We chose SQL diagnostic manager because it was easy to deploy and maintain, and because it was agent-less and did not put an excessive load on the server during data collection."

—Sumon Basu
Lead Database Administrator,
SQL Server
Chevron

SIMPLE & COMPLETE

The growing demands of critical SQL Server instances, incidents, and user requests made it difficult to find a comprehensive solution. Meeting these demands while proactively monitoring the SQL Server environment would require a third-party solution with robust and comprehensive features. Additionally, Chevron needed a system that would allow DBAs to monitor several SQL servers at once. SQLdm's enterprise-wide console was an attractive benefit, allowing them to monitor their growing inventory of SQL server databases from a consolidated interface.

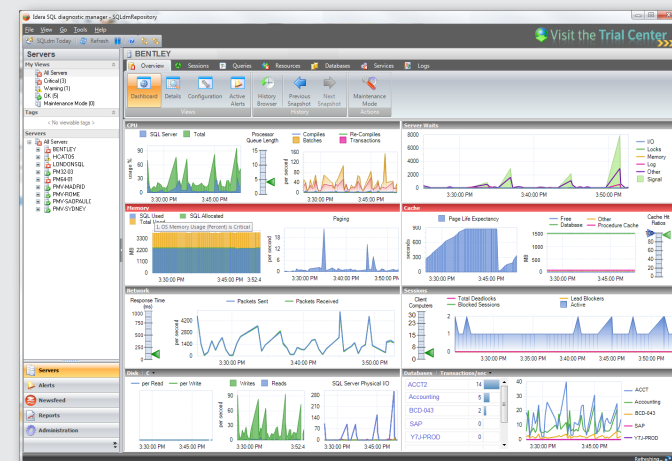
It also had to be simple to implement. “We chose SQL diagnostic manager because it was easy to deploy and maintain, and because it was agent-less and did not put an excessive load on the server during data collection.”

SQLdm offered features that stood out above those of competitors.

“Getting alert notifications on blocked sessions and locking status of the database is very helpful,” Basu said. “And the ability to drill down and see the resource utilization during different operational times was a real eye opener for us.”

The production support team appreciates SQLdm's micro-level control, which allows them to increase performance efficiency. “Applications are more fine tuned to perform in a timely manner,” Basu said, “which increases productivity. We save around 15-20% of our time in gathering system performance data—almost the equivalent of one resource salary.”

Basu and his team were so pleased with the ease and the features of Idera's SQL diagnostic manager, they are already considering other Idera SQL solutions. “There are potential plans to evaluate auditing solutions, so Idera's SQL compliance manager will definitely be on our short list to check out.”



Try SQL diagnostic manager **FREE** for 14 days:
<http://www.idera.com/SQL-Server/SQL-diagnostic-manager/>

SQL diagnostic manager offers these key features:

- Monitor and manage SQL Servers enterprise-wide
- Find and fix performance bottlenecks
- Analyze performance over time
- Diagnose and resolve issues from the desktop or mobile device
- No agents or database objects required on monitored servers

ABOUT IDERA

Idera provides systems and application management software for Windows and Linux Servers, including solutions for performance monitoring, backup and recovery, security and compliance, and server administration. Our market-leading product suites provide 360 degree management solutions for the Microsoft SQL Server and SharePoint platforms, as well as high-performance backup and recovery for server operating systems. Whether you have ten servers or ten thousand, we give you the best performance and value with products that are easy to install and deploy, and that deliver real and measureable ROI.

Our products are used by over 10,000 companies worldwide, including Fortune 500 enterprises, government agencies, and some of the world's largest datacenters and cloud infrastructure providers. Headquartered in Houston, Texas, Idera is a Microsoft Managed Partner with an international presence in Europe, Asia Pacific, and Latin America.

Monitor key performance metrics. SQL diagnostic manager gives you a comprehensive performance monitoring solution. You can get a free, fully-functional, 14-day trial from Idera.com/SQLdm

Idera is headquartered in Houston, TX with offices in London and Melbourne.

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