Healthcare company simplifies database performance monitoring across multiple platforms

Envision Healthcare deployed Foglight® for Cross-Platform Databases to gain insight into all of its 3,000-plus databases on diverse platforms using a single performance-monitoring tool.

"Foglight both monitors our databases and offers us a deep dive into them for real business intelligence."

Darrick Webster, Database Administrator, Envision Healthcare

Quest®

CUSTOMER PROFILE

Envision HEALTHCARE

Company	Envision Healthcare
Industry	Healthcare
Country	USA
Employees	30,000
Website	**www.evhc.net**

BUSINESS NEED

Envision Healthcare runs over 3,000 databases in support of more than 1,800 emergency rooms and clinical departments in healthcare facilities around the country. To respond to their clients' rapidly changing requirements, they need fast, granular database performance tuning and monitoring. But in a multi-platform environment, the company's existing tool monitored only SQL Server databases – leaving Envision Healthcare without the insights on which they could act.

SOLUTION

With Foglight® for Cross-Platform Databases, Envision Healthcare DBAs can monitor all of the company's databases and achieve optimal database performance based on advanced workload analytics. DBAs can dig down into performance problems on platforms into which they had never before had insight, and address them fast.

BENEFITS

- Better database performance across all database platforms including SQL Server, MySQL, DB2 and Oracle enabled by continuous monitoring with one tool
- Reduced risk of outage across thousands of databases
- Quick, actionable insight into replication, reporting, integration and analysis services throughout the company

SOLUTIONS AT A GLANCE

- Database performance monitoring

With open source and multiple proprietary database platforms, you have lot to keep track of. It takes a performance monitoring tool that can keep an eye on all of them.

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> *Darrick Webster, Database Administrator, Envision Healthcare*

Envision Healthcare staffs emergency rooms and clinical departments around the country with doctors, aligning health systems, payors and communities. Its services extend to as many as 1,800 clinical departments and 25 million patient encounters a year. As Envision has grown, its database administrators (DBAs) have found themselves responsible for monitoring the performance of many more databases on many new platforms. To do the job right in this changing world, they needed to change their approach.

"We were using a database monitoring tool that worked well," says Darrick Webster, DBA for Envision Healthcare. "But it monitored SQL Server databases only. We have thousands of databases and they're not all SQL Server — we run Oracle, MySQL and DB2 as well. We're all over the board and we couldn't monitor everything using a tool built only for SQL Server. So we needed cross-platform coverage."

ONE DATABASE MONITORING TOOL FOR ALL PLATFORMS

Webster's highest priority was a business-critical system running on MySQL, which Envision used for scheduling physicians. To reach required performance and availability, his DBAs first tried monitoring the database with the tool included in their enterprise license to Oracle for MySQL.

"But it's not a very robust monitoring tool," says Webster, "and it was causing me some difficulty and frustration. When we received complaints about system performance, the tool didn't give us much insight into what was going on."

Webster's team had some MySQL and Linux skills, but without any useful logging for monitoring purposes, they couldn't easily dive in and answer simple diagnostic questions like, "What was happening 30 minutes ago when users were complaining?"

Knowing that he already needed to monitor SQL Server and MySQL databases, Webster decided to look for a single tool that would let him monitor all of the platforms in use and stay ahead of any outages. He studied the landscape of performance monitoring software but found no tools that gave him the insight he needed into multiple relational database systems — except for Foglight.

INSTALLATION THROUGH PROFESSIONAL SERVICES

"Envision has more than 3,000 databases across all environments, including test and production," says Webster. "Not only is it a big, distributed environment requiring multiple Foglight agent servers, but we also have a disaster recovery location in another city and we were monitoring about 150 instances at the time. I think it makes sense to have a system that can support all that, which Foglight can."

As part of the licensing agreement, Quest® Professional Services conducted the installation and initial training for Foglight and LiteSpeed, a backup and recovery product from Quest.

THE VALUE OF SQL PERFORMANCE INVESTIGATOR IN FOGLIGHT

Once Envision DBAs got a feel for how Foglight works and what they could do with it, it became more valuable to them than any other database monitoring tools they had used, according to Webster.

The DBAs particularly like Foglight SQL Performance Investigator (PI), which monitors the usage of resources that databases need to run well and analyzes the transaction workload at the SQL level.

PRODUCTS & SERVICES

SOFTWARE

Foglight for Cross-Platform Databases

Professional Services

"Other monitoring products have some of those features but not all of them," says Webster. "I know that many DBAs wish they knew more about their analysis services, integration services and reporting services. Foglight both monitors our databases and offers us a deep dive into them for real business intelligence. And I'm not aware of another product with the level of detail that we can research using SQL PI."

NEVER FLY BLIND

Webster emphasizes that Envision purchased Foglight to get insight into all of its databases, not just some of them. Whether it's a matter of minutes or a matter of hours after a performance problem has arisen, Webster and his team of DBAs can use Foglight to go back in time and examine it. And now they can monitor all their databases on all platforms.

"I think Foglight has helped us avert potential database performance issues," says Webster. "Without it, we wouldn't know what's happening in some of our most important systems, like the scheduler system running on MySQL, or our DB2 systems.

"Nobody likes to fly blind. It's scary for DBAs not to have insight into the systems they're responsible for, right?"

ABOUT QUEST SOFTWARE

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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