IDERA®

MySQL Solutions Case Study

TICKETSCAD

In April 2018, IDERA's parent company Idera, Inc. acquired Webyog. Since then, IDERA has incorporated Webyog's MySQL monitoring tool "Monyog" into its product portfolio and rebranded it **SQL Diagnostic Manager for MySQL.**

OVERVIEW

TicketsCAD is free open-source computer-aided dispatch (CAD) software designed to support community emergency services, and developed for end users who can't afford $10,000+ commercial systems. The organization uses more than 25 servers distributed globally to provide free hosting of the TicketsCAD system for users who lack the resources to provide their own server and install tickets.

ORGANIZATON PROFILE

Industry Emergency Dispatch Services **Headquarters** Florida, USA **Website** www.ticketscad.org

CHALLENGE

The Tickets system is a PHP application that uses MySQL as its database system. With so many servers and end users running their own copy of Tickets on their own databases, manually monitoring downtime and MySQL performance metrics was becoming a challenge.

As a result, end users often reported having issues before TicketsCAD knew about them.

"Monitoring downtime and performance tuning is paramount for a product that enables end users to run their copy of Tickets and their database, thereby eliminating bad user experience," said Kevin Bednar, server manager for TicketsCAD.

TicketsCAD needed a better way to streamline their monitoring and management of MySQL servers.

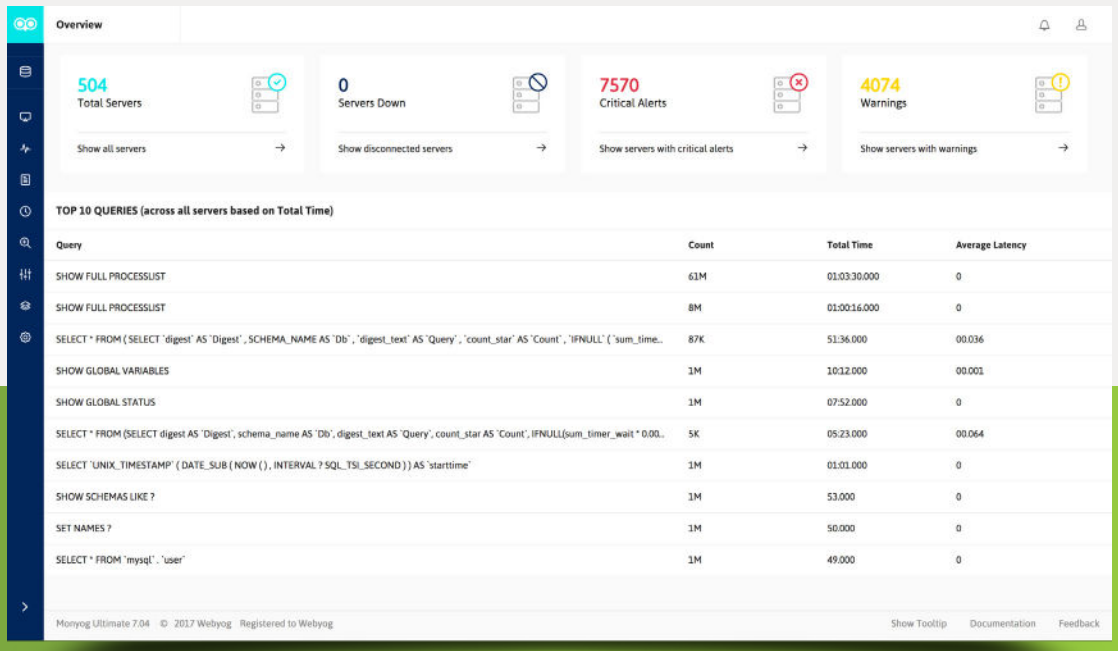
SOLUTION

Bednar chose Monyog for MySQL database monitoring, and the tool seamlessly integrated into TicketsCAD's existing server layout.

In particular, being agentless meant Monyog was much less intrusive and easy to integrate without requiring an install each server. As a result, it took much less time to get up and running, and to configure server connections.

RESULTS

Monyog has worked flawlessly, delivering significant value to the TicketsCAD project.

Proactive server monitoring and improved performance information have enabled Bednar's team to improve the Tickets application's value, with Bednar noting, "Monyog is a product that any MySQL user, whether small, medium or large, should have in their admin arsenal."

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