Quest™

County enhances critical services for citizens

Miami-Dade County deployed Quest Toad™ to streamline database administration and development, enhancing critical government services.

Miami-Dade County, which includes the city of Miami and nearly 2.5 million residents, is the most populous county in Florida, and the eighth-most populous county in the United States. It delivers the full range of government services for local citizens, including water and sewer services, solid waste services, police and fire services, and taxation services. These are supported by a range of back-end databases, from IDMS and IBM® DB2, to Microsoft® SQL Server® and Oracle®, which are managed by 21 database administrators (DBAs) from the county's Enterprise Technology Services Department (ETSD).

To ensure the database infrastructure is continuously available and aligned to the needs of internal end users and local citizens, the department's DBAs needed to speed troubleshooting and streamline routine management tasks. In addition, the county's database developers wanted faster, more intuitive tools for developing value added database functionality that directly benefits internal end users and citizens.

COUNTY ENHANCES CITIZEN-FACING SERVICES

After evaluating competing database development and administration tools, Miami-Dade County decided to deploy Toad for Oracle® and Toad for SQL Server® from Quest®. Toad is the leading database development and administration tool, used by more than two million IT professionals around the world. With Toad, DBAs and developers are able to accelerate routine tasks and ensure the county's mission-critical databases are constantly available.

DBAS INCREASE THEIR PRODUCTIVITY AND ACCELERATE ISSUE RESOLUTION

DBAs are able to accelerate key management tasks and speed schema comparisons with Toad.

Mike Beaudry, Oracle DBA at Miami- Dade County, says, "We find Toad to be the best tool for doing schema compares; it's very intuitive. We also use it to create scripts to recreate objects. Also, it's about the

BUSINESS NEED
Miami-Dade County needed to streamline database administration and development to ensure that critical government services are constantly available and aligned to the needs of local citizens.

SOLUTION
The county deployed Toad for Oracle and Toad for SQL Server, which accelerate database management and development tasks.

BENEFITS
- County improves services for its citizens
- DBAs increase their productivity and quickly resolve issues
- Developers work smarter with improved data visualization
- IT staff demand additional Toad licenses

SOLUTIONS AT A GLANCE
- Database
- Toad Solutions

"We actually have a waiting list of DBAs and developers who want Toad on their desktops. They tell me they just can't function without it."

Sue Camner,
Senior Operating Systems Programmer and DBA Manager, Miami- Dade County

nicest tool around in displacing all object dependencies for invalid objects."

DBAs are also able to discover missing objects in record time using the Toad debugger tool, and create reports up to five times faster than was previously possible. Sue Camner, senior operating systems programmer and DBA manager for Miami-Dade County, has been so impressed with how much Toad has increased her team's productivity that she's looking forward to making the product available to more of her employees in the near future.

DEVELOPERS WORK SMARTER WITH ENHANCED DATA VISUALIZATION

Toad has been invaluable to the county's developers. Camner says, "We have SQL Developer from Oracle, which is free, but our people prefer to use Toad. A lot of times, SQL Developer didn't provide enough functionality."

Specifically, Toad offers a faster, more intuitive way to view and extract information from databases.

"The developers find it's the best way to look at data. They rely on the tool to help them with that," she says. "A lot of them use it to extract the DDL information, like a create table statement, and implement it from, for example, a test database to a production database."

IT STAFF DEMAND ADDITIONAL TOAD LICENSES

Miami Dade's IT staff have come to rely on the advanced capabilities of Toad so much that demand for additional licenses is escalating throughout the county. "

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ABOUT QUEST®

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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