

County enhances critical services for citizens with Toad®

Miami-Dade County deployed Toad to keep the databases behind critical government services available.

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 keep the database infrastructure 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.

After evaluating competing database development and administration tools, Miami-Dade County decided to deploy Toad® for Oracle and Toad for SQL Server.

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

Miami-Dade's DBAs use Toad to accelerate key management tasks and speed schema comparisons.

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 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 impressed with how much Toad has increased her team's productivity and is looking forward to making the product available to more of her employees in the near future.

CUSTOMER PROFILE



Company Miami-Dade County
Industry Government
Country United States
Website www.miamidade.com

BUSINESS NEED

To keep critical government services constantly available and aligned to the needs of local citizens, Miami-Dade County needed to streamline database administration and development.

SOLUTION

Miami-Dade County deployed Toad for Oracle and Toad for SQL Server to accelerate database management and development tasks.

BENEFITS

- Improved services for county's citizens
- Increased DBA productivity with quick issue resolution
- Improved data visualization helps developers work smarter

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

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."

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.

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

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PRODUCTS & SERVICES

SOFTWARE

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