

PRECISE CASE STUDY

Medium Enterprise / Computer Software in Russian Federation (Oracle Database, SAP, Java, .NET)

Introduction

This case study of a medium enterprise computer software company is based on an August 2017 survey of Precise customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Precise:

- Inconsistent or poor application end-user experiences
- Finger pointing from other IT groups and third-party vendors
- Slow root cause identification and long mean time to resolution
- Excessive costs or lack of resources to monitor applications
- An inability to proactively deal with problems before they impact the organization

Use Case

The key features and functionalities of Precise that the surveyed company uses:

- Uses Precise for the following technologies:
 - SAP
 - Microsoft .NET Framework
 - Java Platform
 - Oracle Database
- Evaluated the following features before purchasing Precise:
 - End-to-end transaction tracking and correlation through all IT tiers
 - Proactive alerting
 - Recommended corrective actions from the knowledge base
 - What-if analysis for proposed changes
 - Historical analysis and trending, and capacity planning
 - Database optimization

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Improved application performance
 - Decreased unplanned application downtime
 - Accelerated the time for root cause identification
 - Improved visibility into application health and performance
 - Reduced finger-pointing from other IT groups and third-party vendors
 - Improved efficiency of IT specialists
- Realized the following organization impact:
 - Improved application end-user experiences
 - Reduced lost employee productivity
 - Improved IT support for the organization and its growth or streamlining
 - Reduced application-related IT costs
 - Increased system performance against organization-oriented service-level agreements
- Decreased the following metrics for application performance:
 - Application downtime: more than 80%
 - The time to find a root cause: 60% to 80%
 - Mean time to resolution: 60% to 80%
 - The cost to monitor applications: more than 80%
 - The number of unexpected incidents: 60% to 80%
 - The number of end user complaints: 60% to 80%
- Rated the following capabilities of Precise as compared to its competition:
 - History, trending, and planning: significantly better
 - Database optimization: best in class

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Computer Software

About Precise

Precise measures the end-user experience starting from the browser and tracks it through all tiers of virtual and physical infrastructure from application to database to storage.

Learn More:



Source: TechValidate survey of a Medium Enterprise Computer Software Company

Research by TechValidate

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