

Educational Institution in USA (PeopleSoft)

Introduction

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

Challenges

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

- Inconsistent or poor application end-user experiences
- Multiple severe, unpredictable incidents
- An inability to proactively deal with problems before they impact the organization
- Uncertainty about how system changes will affect application performance

Use Case

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

- Uses Precise for the following technology:
 - PeopleSoft
- Evaluated the following features before purchasing Precise:
 - End-to-end transaction tracking and correlation through all IT tiers
 - Dashboard overview of application performance with easy drill-down to identify root cause
 - Proactive alerting
 - Custom and role-based views

Results

The surveyed organization achieved the following results with Precise:

- Realized the following team impact:
 - Improved application performance
 - Accelerated the time for root cause identification
 - Improved efficiency of IT specialists
- Realized the following organization impact:
 - Improved application end-user experiences
 - Improved IT support for the organization and its growth or streamlining
 - Reduced application-related IT costs
- Decreased the following metrics for application performance:
 - The time to find a root cause: more than 80%
 - Mean time to resolution: more than 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:
 - End-to-end transaction view: best in class compared to
 - Isolation of problems and causes: best in class compared to
 - What-if analysis for changes: significantly better than
 - History, trending, and planning: best in class compared to
 - Database optimization: significantly better than
 - Scalable deployment: better than

Organization Profile

The organization 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.

Industry:

Educational Institution

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:

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