

Global 500 / Food in USA (Oracle Database)

Introduction

This case study of a global 500 food 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 challenge that led the profiled company to evaluate and ultimately select Precise:

- 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 technology:
 - Oracle Database
- 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

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Improved application performance
 - Accelerated the time for root cause identification
 - Accelerated the mean time to resolution for application issues
 - Improved efficiency of IT specialists
 - Maximized infrastructure investments by tuning performance and capacity planning
 - Gained operational awareness of IT problems and their organizational impact
- Realized the following organization impact:
 - Improved application end-user experiences
 - Improved IT support for the organization and its growth or streamlining
 - Improved confidence in organization-oriented service-level agreements
 - Improved planning for future capacity requirements
 - Improved efficiency of organization processes
 - Increased system performance against organization-oriented service-level agreements
- Decreased the following metrics for application performance:
 - The time to find a root cause: more than 80%
 - Mean time to resolution: 60% to 80%
 - The cost to monitor applications: more than 80%
 - The number of unexpected incidents: more than 80%
- Rated the following capabilities of Precise as compared to its competition:
 - End-to-end transaction view: better than
 - History, trending, and planning: better than

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:
Global 500

Industry:
Food

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:

