

PRECISE CASE STUDY

Medium Enterprise / Educational Institution in Turkey (SQL Server)

Introduction

This case study of a medium enterprise educational institution company is based on a September 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.



“With Precise, we are successful at point and shoot during troubleshooting.”

“The trend analysis is better and graphical evidence makes it easy to find root causes.”

Challenges

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

- 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 technology:
 - Microsoft SQL Server
- Evaluated the following features before purchasing Precise:
 - Historical analysis and trending, and capacity planning
 - Database optimization

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Accelerated the time for root cause identification
 - Accelerated the mean time to resolution for application issues
 - Improved efficiency of IT specialists
- Realized the following organization impact:
 - Improved IT support for the organization and its growth or streamlining
 - 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: more than 80%
 - The cost to monitor applications: more than 80%
- Rated the following capabilities of Precise as compared to its competition:
 - End-to-end transaction view: significantly better
 - Isolation of problems and causes: best in class
 - What-if analysis for changes: significantly better
 - History, trending, and planning: best in class
 - Database optimization: best in class
 - Scalable deployment: significantly better

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:
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:



Source: TechValidate survey of a Medium Enterprise Educational Institution Company

Research by TechValidate

Validated Published: Sep. 29, 2017 TVID: 225-C09-394