

Small Business / Computer Hardware in China (Oracle Database, SAP, Java)

Introduction

This case study of Beijing Giftedstuffs Information Company is based on a September 2017 survey of Precise customers by TechValidate, a 3rd-party research service.

“We never got the entire view of applications before using Precise.”

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
- Uncertainty about how system changes will affect application performance

Use Case

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

- Uses Precise for the following technologies:
 - SAP
 - Java Platform
 - Oracle Database
- Evaluated the following features before purchasing Precise:
 - End-to-end transaction tracking and correlation through all IT tiers
 - Database optimization

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Accelerated the time for root cause identification
 - Improved visibility into application health and performance
- Realized the following organization impact:
 - Reduced lost employee productivity
 - Improved confidence in organization-oriented service-level agreements
 - Improved efficiency of organization processes
- Decreased the following metrics for application performance:
 - The cost to monitor applications: 60% to 80%
 - The number of unexpected incidents: 60% to 80%
 - The number of end-user complaints: 40% to 59%
- 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: significantly better than
 - Database optimization: similar to
 - Scalable deployment: best in class compared to

Company Profile

Company:
**Beijing Giftedstuffs
Information Company**

Company Size:
Small Business

Industry:
Computer Hardware

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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