

Large Enterprise / Telecommunication Services in Belgium (SQL Server)

Introduction

This case study of Mobistar Enterprise Services NV/SA is based on an August 2017 survey of Precise customers by TechValidate, a 3rd-party research service.

Challenges

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

- Inconsistent or poor application end-user experiences
- Slow root cause identification and long mean time to resolution
- Poor scaling due to the restrictions of existing resources and tools
- Multiple severe, unpredictable incidents
- Excessive costs or lack of resources to monitor applications

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:
 - Dashboard overview of application performance with easy drill-down to identify root cause
 - Proactive alerting
 - Recommended corrective actions from the knowledge base
 - What-if analysis for proposed changes
 - Historical analysis and trending, and capacity planning
 - Database optimization
 - Multiple platform support

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 visibility into application health and performance
 - 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 IT support for the organization and its growth or streamlining
 - Reduced application-related IT costs
 - Improved confidence in organization-oriented service-level agreements
 - Improved planning for future capacity requirements
 - Gained insights into customer experience to align with organizational outcomes
 - Met regulatory compliance standards
 - Improved efficiency of organization processes
 - 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: more than 80%
 - Mean time to resolution: 60% to 80%
 - The cost to monitor applications: 60% to 80%
 - The number of unexpected incidents: 60% to 80%
- Rated the following capabilities of Precise as compared to its competition:
 - End-to-end transaction view: significantly better
 - Isolation of problems and causes: significantly better
 - 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

Company:
Mobistar Enterprise Services NV/SA

Company Size:
Large Enterprise

Industry:
Telecommunications Services

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:

