

Global 500 / Banking in Brazil (SQL Server)

Introduction

This case study of a Global 500 banking 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 challenges that led the profiled company to evaluate and ultimately select Precise:

- Inconsistent or poor application end-user experiences
- Monitoring high-volume production environments
- 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
 - Scalable deployment and performance

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Improved application performance
 - Decreased unplanned application downtime
 - Improved visibility into application health and performance
- Realized the following organization impact:
 - Improved IT support for the organization and its growth or streamlining
 - Reduced application-related IT costs
 - Improved efficiency of organization processes
- Decreased the following metrics for application performance:
 - Application downtime: 60% to 80%
 - The time to find a root cause: 60% to 80%
 - Mean time to resolution: 60% to 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: 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: better
 - 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:
Global 500

Industry:
Banking

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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