

Case study

Leading multinational engineering service organization achieves 24/7 visibility with Applications Manager!



Key benefits:



Real-time insights



Enhanced client service



Increased productivity

Customer favorites:

- Application performance monitoring (APM Insight)
- Infrastructure monitoring
- Extensive root cause analysis



"We have been using ManageEngine Applications Manager for over five years now. The product has been consistent in providing value through its ability to identify issues in real time, which has increased our team's productivity 3X."

- Senior system specialist

About the organization

- Founded in 1997 and headquartered in Singapore, the organization provides end-to-end global product engineering services that help resolve critical, large-scale challenges across the aerospace and defense, automotive, energy, hi-tech, healthcare, medical device, and rail and semiconductor industries.

- The organization has a strong international presence with over 13,000 employees across 17 countries, and 56 global delivery centers.

Business challenge

The organization continues to transform its services to solve the most challenging engineering problems across industries. Key to this is its collection of mission-critical applications that are used by the project development teams to deliver services to customers across different geographies. Any failure in these applications could lead to delays in projects, causing inconvenience to the clients and a potential loss in revenue and reputation. So, maximizing uptime, keeping track of essential performance metrics, and reducing the mean time to identify and mean time to resolve issues were vital to meet the high standards the organization's clients expect of it.

Turning to Applications Manager for visibility

To manage the availability, health, and performance of its applications, the organization previously relied on a variety of open-source tools. "We wanted to be proactive in our approach. Initially, we used a bunch of disparate, open-source monitoring tools to gain end-to-end visibility into our complex infrastructure. However, the fragmented approach didn't meet our requirements efficiently and we were struggling to get a holistic view of what's exactly going on," said the Senior system specialist.

After coming across ManageEngine Applications Manager via our forum, the IT team evaluated our product for a few weeks. They saw particular benefits from our capability to monitor a wide range of parameters across their servers, VMs, databases, cloud, containers, and web applications.

They were also able to automatically capture backend transactions and gain precise, code-level visibility. These insights helped the IT team instantly identify the root cause of issues and prioritize the ones that needed immediate attention.

"If there was one area that we were facing major issues with, it was the inability to track the key performance metrics across diverse applications in our infrastructure. We were finding it difficult to precisely identify the metrics we needed to look out for in each application and the root cause if any of them experienced downtime. Applications Manager helped us gain 360-degree visibility into our application infrastructure from a single console. We were able to monitor key metrics, discover dependencies, and pinpoint the root cause of issues with ease. After that, there was no turning back," said the Senior system specialist.



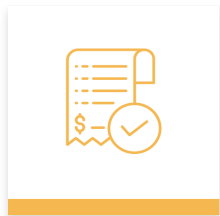
"Applications Manager made monitoring the status of cron jobs much easier. It helped detect issues and reduce our MTTR by 50%."

Key benefits of Applications Manager

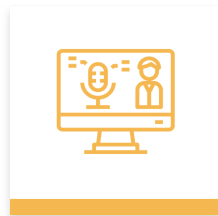
Real-time insights: Contextual insights from Applications Manager help the team reduce the negative impact when a server or service is down, increase performance and availability, and make better decisions. "Our favorite feature is APM Insight. It gives us code-level visibility and enables us to understand if the problem is with the database or the code. Another advantage is that we are able to visualize all the data we need from a single console across our cloud and on-premises applications, and this saves us a lot of hassle," said the Senior system specialist.

Enhanced client service: Ever since the organization installed Applications Manager, it has seen a significant reduction in help desk calls. Previously, when a client contacted the support team with an issue, they had to bring in other teams like engineering and development, which extended the mean time to resolve the issue. Now, the product helps them provide precise answers to any issues clients are experiencing in real time and resolve them quickly. Not only that, the product helps them meet service level-agreements, which they use as a parameter to measure if their client expectations are met.

Increased productivity: Applications Manager's unified console ensures that Kent's IT team gets in-depth insight into the availability, health, and performance of the company's complex infrastructure, enabling them to operate more effectively.



[Get Price Quote](#)



[Request Demo](#)



[Download Free Trial](#)