IDERA

Large Enterprise / Transportation Services in France (Oracle Database)

Introduction

This case study of Air France is based on an August 2017 survey of Precise customers by TechValidate, a 3rd-party research service.

> "Precise helps database administrators improve performance proactively and reactively. It also shows applications or vendors that support the location of bottlenecks or whether a database is not the cause of the problem."

Challenges

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

- Inconsistent or poor application end-user experiences
- Finger pointing from other IT groups and third-party vendors
- Slow root cause identification and long mean time to resolution
- Multiple severe, unpredictable incidents
- 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 technologies:
  - Oracle Database
- Evaluated the following features before purchasing Precise:
  - Dashboard overview of application performance with easy drill-down to identify root cause
  - Historical analysis and trending, and capacity planning
  - Database optimization

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
  - Reduced finger-pointing from other IT groups and third-party vendors
  - Decreased the number and severity of unpredictable incidents
  - Improved efficiency of IT specialists
  - Maximized infrastructure investments by tuning performance and capacity planning
- Realized the following organization impact:
  - Improved IT support for the organization and its growth or streamlining
  - Improved confidence in 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: 60% to 80%
  - The cost to monitor applications: 60% to 80%
- Rated the following capabilities of Precise as compared to its competition:
  - End-to-end transaction view: significantly better than
  - Isolation of problems and causes: significantly better than
  - What-if analysis for changes: similar to
  - History, trending, and planning: significantly better than

Company Profile

Company:
Air France

Company Size:
Large Enterprise

Industry:
Transportation 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:

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Research by **TechValidate**

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