

PRECISE CASE STUDY

Small Business / Energy & Utilities in United Kingdom (.NET)

Introduction

This case study of a small business energy & utilities 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
- Poor scaling due to the restrictions of existing resources and tools

Use Case

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

- Uses Precise for the following technology:
 - Microsoft .NET Framework
- Evaluated the following feature before purchasing Precise:
 - Proactive alerting

Results

The surveyed company achieved the following results with Precise:

- Realized the following team impact:
 - Improved visibility into application health and performance
- Realized the following organization impact:
 - Improved application end-user experiences
- 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%
- Rated the following capabilities of Precise as compared to its competition:
 - End-to-end transaction view: significantly better
 - Isolation of problems and causes: best in class
 - What-if analysis for changes: significantly better
 - History, trending, and planning: significantly better
 - Database optimization: best in class
 - Scalable deployment: best in class

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:
Small Business

Industry:
Energy & Utilities

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:

[IDERA](#)

Source: TechValidate survey of a Small Business Energy & Utilities Company

Research by  TechValidate

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