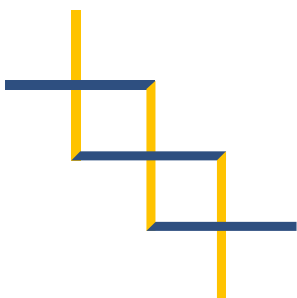**ManageEngine**
Applications Manager

Local US government slices MTTD by 50% within a year using Applications Manager

About the organization

- Since its incorporation in 1852, the government administration has grown into a regional hub for marketing, processing, packaging, and distributing agricultural commodities for trade areas.

- The agency aims to deliver municipal services that meet its resident's vital health, safety, and general welfare needs to sustain and improve their quality of life.

Industry: Government administration
Location: United States

Customer favorites

Application performance monitoring

Infrastructure monitoring

Digital experience monitoring

Advanced analytics

After implementing ManageEngine Applications Manager

Doubled the speed of issue detection

50% improvement in response time

Instant access to critical data, compared to days previously

"We were using Quest Foglight previously, and it was tricky to get all the data on a single panel to observe and correlate performance trends. Applications Manager's lucid reports and legible dashboards enhanced our visibility and helped us improve the performance of our IT."
— IT database administrator

Business challenge

With a population of over 325,000 residents, this municipal government organization provides a wide range of essential services to its citizens, including public safety, water management, waste management, transportation, and community development. The agency needed a single interface to access all the different kinds of data it possessed. It created a humongous IT spiderweb with a multitude of applications to address the needs of every single resident, making services available via the web. But with great power comes great responsibility. As powerful as the infrastructure is, it needs to be properly maintained.

Given the complexity of its IT environment, the city's IT team was very conscious about monitoring and managing the databases. Evaluating many APM tools, the IT team utilized Quest Foglight for a time, but determined it needed to deploy an APM tool that best addressed all of its IT needs.

Most of the products the IT team evaluated were unable to reduce the mean time to repair (MTTR), provided only partial visibility into the IT infrastructure, and generated reports that were too complex to analyze and put to practical use. The city knew what it needed: a monitoring solution that provides unparalleled visibility and quickly alerts the IT team if issues arise. It expected the tool to help it reduce the mean time to detect (MTTD) issues, plan resources accurately, minimize maintenance costs, and improve the user experience.

Discovering the power of monitoring with Applications Manager

The IT team discovered its ideal application performance monitoring solution in Applications Manager. It needed a monitoring tool that provided 100% visibility into the city's IT along with functional analytics and accurate root cause analysis.

"Features like the unified and actionable interface, application discovery and dependency mapping, and auto-detection of anomalies are all we looked for, and we saw Applications Manager provide them for a reasonable price, and with an interface that is simple and easily understandable," the IT database administrator observed.

After testing the tool, the IT team felt it found what it was looking for and started working with Applications Manager. In a year's time, the team achieved its optimum IT performance goals and excellent end-user experiences. When asked how this was accomplished, the IT team replied that it leveraged the advanced analytics provided by the tool, which are powered with AI and ML, to drill down to the root cause of any arising issue and resolve it before the end user experiences any kind of lag.

"We have an entire city's data to maintain and process. We have large quantities of data that have to be processed, and due to the translucent view into the query data, we were previously unable to detect a severe bottleneck. That cost us our time. It caused an issue in the backups, and we had to spend hours fixing it. But after employing Applications Manager, we have been able to reduce these incidents to a huge extent. The tool's observability and alerting capabilities have saved us a lot of time and resources," the IT database administrator explained.

"With Applications Manager, we can now forecast resource utilization trends and plan resources and capacity accordingly. We are now able to detect potential bottlenecks and slowdowns, and act before it is too late. We found a better tool than what we thought we needed," the IT team observed.

The tool helped the city's IT team gain a clear view into its servers, enabling it to see through different dependencies among the elements in its software. The IT team also shared that it frequently analyzes the performance of its IT and has improved the end-user experience by reducing the MTTR. The IT team can simulate the data traffic and forecast performance trends with the ML technologies provided in Applications Manager. The tool enabled them to function at optimum performance around the clock.

> *"We have multiple services to track on our databases from different vendors. Applications Manager's capabilities helped us to keep an eye on every corner of the diverse infrastructure we work with, needless of any external agents, which is truly economical."*
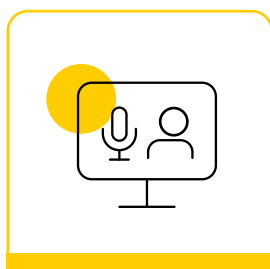> **— IT database administrator**

Key benefits

Unparalleled visibility: Features like Applications Manager's application discovery and dependency mapping helped the IT team identify the structure of the city's IT and shed light on the darkest corners of the infrastructure. This helped the IT team improve efficiency, reduce the MTTR, and eliminate potential threats in the future.

Downshift in service desk calls: Applications Manager's AI-based alert system helped the IT team identify threshold breaches and lag, and enabled it to respond before the end user experienced any issue. This resulted in fewer service desk requests and improved customer service for city residents.
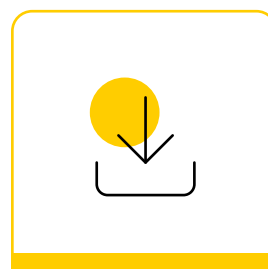
Sure-shot foresight: The actionable insights provided by Applications Manager helped the IT team gain knowledge on the performance trends of its IT. The solution's ML-based report forecasting helped it plan resources and capacity according to the predicted behavior of KPIs. This helped cut down unnecessary investments in resources and save significant work hours for the team.

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