

END-USER EXPERIENCE MANAGEMENT

“Coradient is at the forefront of web performance monitoring technology.”

MIKE WILLIAMS
VP, TECHNOLOGY
ADP

INDUSTRY

Computing Services - ASP

CHALLENGE

ADP needed a secure means to monitor major network changes and ensure that stringent web application performance targets are met.

WHY USER PERFORMANCE MANAGEMENT?

TrueSight gives ADP a real-time view of their web environment while keeping confidential information secure.

SOLUTION

ADP uses TrueSight Real-Time, End-User Performance Management to see where performance issues exist, to identify problems and to improve service to ADP's customers.

KEY BENEFITS

Built-in performance dashboards, IBM/Tivoli integration and a real-time view of the health of web application delivery. ADP benefits from faster problem resolution and a lower cost of web operations.



ADP MANAGES STRICT SLA GOALS WITH TRUESIGHT'S REAL-TIME MEASUREMENTS

ADP uses Coradient's TrueSight™ End-User Performance Management to benchmark new web applications capabilities and improve customer service. ADP implemented stringent SLA goals in order provide greater performance to their end-users. TrueSight gives ADP real-time performance measurements that were not available before – measurements that help them accomplish their goals.

“TrueSight has let us see and identify problems and troubling trends faster than we could before,” said Andrew McKenzie, manager of Enterprise Systems Operations for ADP Employee Services. “We understand more clearly the performance our clients are experiencing. The real-time view of our web environment lets us determine where problems are originating from more quickly than other tools.”

“We recently completed a major network change and we used TrueSight to compare performance before and after the change to ensure that we hit our performance targets,” continued McKenzie. “TrueSight data allows us to establish realistic real-time benchmarks and to know how well we meet our targets.”

Real-user monitoring provides a significant improvement in the way IT teams approach problem recognition and resolution in production web environments, eliminating the application performance “blame game.”

The built-in security features in TrueSight made it an attractive tool to senior management, especially given the new privacy laws. The feedback at ADP indicates there is great value to using TrueSight.

In addition to TrueSight's built-in performance dashboards and reporting capability, ADP also relies on the Coradient – IBM/Tivoli integration for enterprise management integration.

“TrueSight was very easy to deploy and configure and does not require any maintenance. The ease of installation and use of this tool was greatly understated. I highly recommend TrueSight to monitor and trend web infrastructure and applications.”

McKenzie's final words? “TrueSight delivers.”

CASE STUDY

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TrueSight shows production web application and platform issues exponentially faster than any method today, and sets a new benchmark for lower total-cost-of-ownership and ease of use.

PRODUCTS THAT SOLVE IT PROBLEMS

Managing web applications is increasingly complex. Those running web operations are typically overwhelmed solving issues that were reported by colleagues or customers rather than being proactive about solving problems even before users see them. Service level agreements are often not measured using the quality metrics simply because the necessary data doesn't exist. And worst of all, there is not a single source for the "voice of the online customer" inside the enterprise, even though online customers inherently provide a wealth of data.

Coradiant's products are designed to solve these problems. The TrueSight family of products are simple to use, yet incredibly powerful. They provide the voice of the web user inside the enterprise. These are the best products available for issues such as troubleshooting web problems, determining the user impact of a network changes, helping decide where to increase system capacity, or reporting on the service level of delivered web applications.

STARTING WITH THE CUSTOMER

Coradiant's data foundation is the online activity of every web user. Synthetic tests alone are simply not sufficient to provide the comprehensive dataset needed to solve real problems. TrueSight saves and securely stores all pages, objects, errors and timings from every individual web visit. This provides a database of immense value, since teams can see aggregate information or even drill down into individual user sessions. This rich dataset combined with advanced tools and visualizations enable IT organizations to best manage, optimize and troubleshoot web applications.

DEPLOYMENT WITH FAST RESULTS

All of Coradiant's TrueSight products are delivered as turnkey hardware appliances. Deployment takes less than an hour and data collection from online users begins immediately. Coradiant's appliances also arrive fully configured and ready to operate so you can fully deploy and begin managing web applications within a single day.



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ABOUT ADP

ADP (NYSE: ADP) With over \$8 billion in revenues and approximately 600,000 clients, ADP is one of the largest independent computing services firms in the world.

ADP provides the broadest range of business solutions that help employers increase productivity, ensure compliance, improve employee retention and control costs. ADP employer services provides business with leading payroll, benefits, HR and tax solutions. ADP pays one in six workers in the US and one out every four in Canada.

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ABOUT CORADIANT

Coradiant is the leading provider of equipment used to manage, optimize and troubleshoot web applications. Coradiant's award-winning TrueSight products use customer metrics gathered from each web user visit as their primary data source for IT management. Coradiant End-User Experience Management products are deployed in hundreds of leading organizations and Fortune 500 companies including software as a service (SaaS), e-commerce, entertainment, finance, insurance, healthcare, and education. Coradiant is headquartered in San Diego with offices in North America and Europe.

For more information please see www.coradiant.com or call 1-877-731-7277

