

“Using TrueSight for 3 weeks...gave us a 35% increase in performance.”

STEVE DAVIS
VICE PRESIDENT OF PRODUCT SERVICES
AND TECHNOLOGY
AUTHORIA

INDUSTRY

Recruiting

CHALLENGE

Authoria wanted to maximize the service levels provided through their web site and assist customers in increasing web transaction performance.

WHY END-USER EXPERIENCE MANAGEMENT?

Authoria needed to monitor performance levels and determine user satisfaction in real time, as well as learn about potential bottlenecks.

SOLUTION

Authoria implemented an End-User Experience Management solution that looks at every single web transaction for every user, discovering where performance issues exist and pointing out the root cause of performance bottlenecks.

KEY BENEFITS

Authoria benefits from much faster problem resolution. Authoria gained a distinct competitive advantage by providing detailed performance management data to its customers. Authoria knows instantly of web transaction and performance problems and quickly alerts clients if the problem exists on their end.



AUTHORIA, FORMERLY HIRE.COM, TRANSFORMS WEB PERFORMANCE MONITORING PROCESS WITH TRUESIGHT

Authoria gained immediate value from TrueSight™, and a rapid payback of their investment. The web transaction performance data found uniquely in TrueSight pointed out information to Authoria’s production management team that allowed for a usability change that had a 35% increase in performance impact, according to Steve Davis, Authoria’s VP of Product, Services and Technology.

“In less than a week Coradiant’s TrueSight gave us an entirely new insight to our application usage and end user performance,” said Steve Davis, Authoria’s VP of Product, Services and Technology. “Our entire way of measuring our scalability has now changed through the use of TrueSight and has provided us a competitive advantage in our market place with regards to end user performance and measurement.”

TrueSight is now the End-User Experience Management tool of choice for Authoria’s customer support group, allowing first level support to quickly determine on what side of the firewall the root cause of a Web performance problem or error is occurring. This has greatly reduced the time to resolve performance and error-based issues and has given Authoria’s customers a higher level of support satisfaction.

TrueSight is the first real-time, real-user End-User Experience Management appliance to provide accurate, detailed information on the performance and integrity of business applications - in real time - exactly as 100% of users experience them.

“We have been able to tie our operations management and alerting system to TrueSight giving us early warnings into key components, servers and or customers that may be experiencing problems in real-time,” continued Davis.

“TrueSight eliminates the blame game concerning application performance and puts the focus on fact based analysis that quickly points problem solving in the direction needed to resolve issues that are affecting our customer’s end user experience.”

“TrueSight is now a key part of our operations management scorecard by giving us new insight to cost per customer and usage impact metrics for our product management and development teams”

“TrueSight enables Authoria to provide detailed performance management data to our customers, giving us a distinct competitive advantage.”

Authoria gained a view of actual user performance that is not available from any other source.

CASE STUDY

“TrueSight enables Authoria to provide detailed performance management data to our customers, giving us a distinct competitive advantage.”



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 AUTHORIA

From the beginning, Authoria solutions were built for recruiters by recruiters.

Authoria helps the world's most competitive employers achieve superior business results, by optimizing the way they recruit, develop, compensate, retain, and engage top talent.

Authoria's market leadership is defined by four key areas of differentiation: Award-winning solutions, an integrated product line, a unique focus on manager success and a customer base of over 300 of the world's leading companies.

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

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