

END-USER EXPERIENCE MANAGEMENT



# SACRAMENTO STATE

*“TrueSight IM is helping us meet our goal of providing the best possible service at the least possible cost.”*

MIKE COOLING  
MANAGER OF LMS AND PORTAL  
SERVICES  
SACRAMENTO STATE UNIVERSITY

## INDUSTRY

Higher Education

## CHALLENGE

The Web services team at Sacramento State needed in-depth statistics on server usage and end-to-end system performance.

## WHY END-USER EXPERIENCE MANAGEMENT?

Lack of visibility into servers meant that troubleshooting end-user problems was an extremely time consuming process.

## SOLUTION

Sacramento State installed Coradiant TrueSight IM, a complete, turnkey reporting device that detects web and server problems immediately while also providing the forensic details needed to solve them.

## KEY BENEFITS

- Easily discover errors on server systems
- Immediately identify the source of end user problems
- Quickly diagnose issues during the development process
- Ensure that performance meets user expectations
- Precisely determine the impact of changes to a system

## SACRAMENTO STATE PERFORMS END-TO-END MONITORING AND TROUBLESHOOTING FOR WEB-BASED APPLICATIONS WITH TRUESIGHT

*Located in the California Capital, Sacramento State University offers 60 undergraduate and 40 graduate programs to more than 28,000 students. Sacramento State’s Web services team now reaps the real-time benefits of monitoring its web-based portals and Blackboard course management applications with Coradiant TrueSight™ End-User Experience Management. Not only can the team quickly identify and remedy Web application problems during development and use, it can also monitor system performance and easily determine the performance impact of system upgrades.*

Sacramento State’s Web services team administers the Web-based course management system from Blackboard, Inc. to allow the university’s 812 full-time and 840 part-time faculty members to offer course information for nearly 3,000 courses (1,100 each semester) to 20,000 total users and 1,000 concurrent users over the Web. Uses include online courses, quizzes, and providing additional information.

“We used to spend hours trying to reproduce end user problems without success. TrueSight IM allows us to zero in on problems that have already occurred without having to reproduce them,” said Mike Cooling, Manager of LMS and Portal Services at Sacramento State. “Previously, our Web Services team was not equipped to perform end-to-end monitoring.” Sacramento State had investigated tools for end-to-end monitoring of its Blackboard application, but those solutions required software to be installed on each user’s workstation--a time-consuming and costly process.

A demo of Coradiant TrueSight IM (Incident Management) convinced the team that it had found the right solution. Said Cooling, “TrueSight IM did not require users to change their environment at all. Also, it was easy to use, and because it is a turnkey system that ships fully configured, we were able to easily drop it into place and start using it immediately.”

## TROUBLESHOOTING

Today, the Web services team uses TrueSight IM to monitor performance and troubleshoot problems not only for its Blackboard solution, but for all its Web applications, including their Portal application as well as the campus web server. TrueSight is helping Sacramento State meet its goal of cost-effectively providing a high level of service.

Said Cooling, “Now, when we get calls from students or faculty, we can instantly drill down to determine whether it was on our end or whether it was with the user’s service provider.”

The team can use TrueSight IM to discover problems and troubleshoot the cause. Cooling gave this example, “Soon after we started using TrueSight IM to monitor our Portal, we observed a high error rate. Because TrueSight IM tracks details of every transaction in real time, we were able to see that a .gif file on the Login page was not where the system expected it, which meant that delays occurred whenever the page was loaded. Once we moved the file, the error rate plummeted instantly. This was an immediate benefit because the Portal wasn’t giving us any indication of errors so we never would have known about this otherwise.”

## CASE STUDY

***“TrueSight IM gives us tangible measurements of performance so we can meet user expectations.”***



*Sacramento State's Web developers are using TrueSight IM during the development process to diagnose performance and find problems prior to implementation. According to Mike Cooling, manager of LMS and Portal Services, Sacramento State University, "Now we can drill down on links and see exactly which one is causing the problem. Developers love the detailed information. And we can now provide applications that are thoroughly tested from a real-user perspective."*

### PERFORMANCE MONITORING

The Web Services group also employs TrueSight IM to monitor system performance and ensure that it meets users' expectations. Said Cooling, "Slow service frustrates users so we need to know about it and contact Blackboard, or fix it ourselves in the case of the Portal or web server. TrueSight gives us tangible measurements of our performance so we can meet user expectations."

In addition, if the team needs to change or upgrade a Web application, it can now precisely determine the impact of changes on system performance by benchmarking performance before and afterwards.

### LOOKING TO THE FUTURE

Since the initial installation, said Cooling, "We've started looking at providing dashboards to create Observation access to performance views to allow managers to log in and monitor the most important performance indicators."

"We continue to discover new ways to benefit from TrueSight," says Cooling, "We're already convinced that TrueSight IM is helping us meet our goal of providing the best possible service at the least possible cost."



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### ABOUT SACRAMENTO STATE

Sacramento State is a vibrant metropolitan university that is among the largest campuses in the California State University system. Sacramento State enrolls a multicultural student body of 28,000, and graduates about 6,000 students each year. Quality teaching in small classes remains a top priority. Students enjoy personalized attention from their professors, access to sophisticated online capability, as well as extensive research and internship opportunities in Sacramento, the heart of California government.

### ABOUT CORADIANT

Coradant is the leading provider of equipment used to manage, optimize and troubleshoot web applications. Coradant's award-winning TrueSight products use customer metrics gathered from each web user visit as their primary data source for IT management. Coradant 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. Coradant is headquartered in San Diego with offices in North America and Europe.

For more information please see [www.coradant.com](http://www.coradant.com) or call 1-781-810-4494

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