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DAVID RANTON
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INDUSTRY

Software as a Service Provider(SaaS)
Application Service Provide (ASP)

CHALLENGE

Corrigo needed to gain access to information on network slowdowns and outages quickly and efficiently, to respond to customer requests, around the clock. In addition, Corrigo needed to off-load valuable IT staff from spending hours trying to find problems that may not be connected to their site operations.

WHY END-USER EXPERIENCE MANAGEMENT?

Coradiant End-User Experience Management allowed Corrigo to get a deep level of network and application information on an as needed basis, identifying problems with network operations end-to-end, even behind their customers' firewall.

SOLUTION

Coradiant End-User Experience Management gave Corrigo end-to-end information, allowing them to report back to customers on network problems, offering solutions, and improving customer service.

KEY BENEFITS

- Maintain site performance, improve customer service
- Off-load valuable IT from daily troubleshooting
- Identify problems from end-to-end, and offer solutions
- Proactively address network slowdowns and errors, instead of reacting to individual requests
- Offer valuable input to improve their customer's site operations



CORADIANT OFFERS CORRIGO AN END -TO-END VIEW OF WEB OPERATIONS, SAVING VALUABLE TIME AND RESOURCES

Corrigo, a Software as a Service provider (SaaS), operates an on-demand service and property management solution for maintenance, installation and repair organizations. The company was first-to-market with a Web-based field service management application enabling two-way communication using mobile phones and RIM pagers, BlackBerry™ devices as well as first to build industry-specific services best practices into its solution. Corrigo's Web-based applications and network operations accommodate a huge volume of work requests from around the country, 24/7. With clients ranging from giants like Jack in the Box and Sprint retail stores, to regional property management firms, the scope and sophistication of the Corrigo network is significant. Corrigo chose Coradiant's TrueSight™ for end-to-end Web monitoring that reached beyond the confines of their operations and solved end-to-end network and application problems, quickly and efficiently.

CUSTOMER RESPONSIVENESS IS PARAMOUNT

For Corrigo, customer responsiveness is paramount to success. Whether it's a tenant in an apartment building or a commercial property manager, a work request must move through their system efficiently and reliably. The most critical network problems for Corrigo were vague customer service calls that would come in, even when all Corrigo's operations were up and running.

“The client doesn't really care where the problem is,” said David Rainton, senior vice-president of technology at Corrigo. “Whether it's their ISP, us, or their corporate IT network, we needed to identify the problem and point the client in the appropriate direction so it could be addressed.” To get to the bottom of a customer complaint, Corrigo had to allocate the time and efforts of skilled IT technicians, who would spend hours sorting through network information to find the source of the problem.

SEARCHING FOR ANSWERS BEYOND THE FIREWALL

“Our ability to track a customer request was limited to the client's firewalls. We couldn't get beyond that,” said Rainton. “Even with our skilled network engineers we couldn't get

complete visibility all the way back to the Web pages rendering on the client's box. It was very frustrating for us before TrueSight, working in this sort of semi-darkness.”

Network problems often came from dropped packets, which could have a variety of causes – a bad network connection, an overloaded firewall. It could take several hours to set up a packet sniffing coordination with the client—a solution that wasn't practical to deploy for every call that came in. “We could only delve into the network performance in great detail for very short periods of time – sort of a brief look – when we believed something was wrong,” said Rainton. Ultimately, lack of visibility to the real-user experience could have an impact on customer quality of service levels and Corrigo's potential to gain new business. Corrigo's commitment to customer responsiveness mandated a new approach to monitoring end-to-end Web delivery.

CASE STUDY

“we are more proactive on maintaining the environment, rather than reacting to all of these small requests coming in,” said Rainton. “It makes life a lot more efficient for us.”

corrigo

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.

SOLUTION: TOTAL VISIBILITY FROM END -TO -END

Corrigo installed Coradiant's TrueSight to gain a better view of network operations, both at their own site and at their customers' premises. TrueSight was able to give Corrigo an accurate view of all network operations – from the end user's rendering of Web pages to Corrigo's servers. “The most valuable thing for us with Coradiant was our ability to get end-to-end visibility into the network performance all the way back to the client's machine,” said Rainton. “We had never been able to do that before.”

With Coradiant, performance monitoring information was available to Corrigo staff on an as needed basis. “Coradiant gave us the ability to have non-technical folks diagnose network issues relatively quickly. Now we can save our operations staff for the really difficult stuff. Also, we are more proactive on maintaining the environment, rather than reacting to all of these small requests coming in,” said Rainton. “It makes life a lot more efficient for us.”

Corrigo found Coradiant's TrueSight easy to install and completely non-invasive. “We were able to pick up the Coradiant box, plug it into the network, and within 30 minutes have great visibility into what was going on all the way back to the end customer,” said Rainton. “It's pretty amazing.”

THE FUTURE: EMPOWERING CLIENTS WITH INFORMATION

In the future, Corrigo hopes to give their clients insight on their network operations. “We're using Coradiant to report on our performance and how well we're doing,” said Rainton. “We hope to be able to give our customers an indication of how they're doing compared to their peers. We think that's very valuable.”



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ABOUT CORRIGO

Corrigo is a Software as a Service (SaaS) provider delivering solutions for building management and property maintenance. Corrigo customers range from multi-family apartment communities to commercial properties, and individual service and repair businesses. The company offers a Web-based work order request and tracking system, which automates the work request process—from request initiation to tracking and execution, to completion of the request and billing.

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
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