

END-USER EXPERIENCE MANAGEMENT



*“TrueSight gives us valuable insight into real-time user performance...”*

STEVE TURNER  
EVP, ENGINEERING  
KENEXA

#### INDUSTRY

HR Information, Software, SaaS

#### CHALLENGE

Kenexa was looking for a way to increase visibility into the performance of web transactions and find a means to quickly determine potential problems, and their source.

#### WHY END-USER EXPERIENCE MANAGEMENT?

With TrueSight's real-user monitoring Kenexa is able to focus on specific users, specific applications, or specific geographies, and monitor exactly what's happening in real-time and learn about potential bottlenecks.

#### SOLUTION

Kenexa implemented a real-time web transaction monitoring solution that looks at every single web transaction for every user, discovering where performance issues exist and pointing out the root-cause.

#### KEY BENEFITS

Kenexa can now easily determine where potential problems exist and learn what needs to be accomplished to optimize performance. Kenexa benefits from much faster problem resolution and lower cost of web operations.

## KENEXA, FORMERLY BRASSRING, PROFITS FROM A PREEMPTIVE LOOK AT END-USER WEB PERFORMANCE PROBLEMS

*“TrueSight™ gives us valuable insight into real-time user performance, and a preemptive look at possible end-user performance problems,” said Steve Turner, Kenexa’s executive vice president of engineering. “TrueSight is a critical element enabling Kenexa to provide the highest level of customer support and satisfaction.”*

“What used to take hours of investigation, data correlation and sleuthing, now takes minutes. The half-hour installation was straightforward and we were collecting performance data immediately,” said Kamal Jain, Kenexa’s manager of hosting operations.

“Visibility into what’s occurring in a site is always difficult in a complex and sophisticated environment – like we have at Kenexa,” continued Jain. “TrueSight pulls the interesting data out of the noise. Now we know immediately if errors are happening and are proactive about fixing them.”

Coradiant’s TrueSight Real-User Monitor is the first real-time, real-user web monitoring appliance to provide accurate, detailed information on the performance and integrity of business applications – in real-time – exactly as 100% of users experience them.

For Kenexa, TrueSight real-user web transaction monitoring provides insight into the actual experience of all users. They now see detailed performance data and can immediately spot problems and find solutions.

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

“We’re able to focus on individual issues, with a minimum amount of effort,” said Jain. “That’s something that was very difficult and time-consuming before. We can focus on specific users coming from a certain geography and monitor exactly what’s happening in real-time. We know if problems are caused by the network or in our infrastructure. From that we can easily determine what needs to be accomplished to optimize performance.”

“TrueSight is much less complicated than any other approach.”

## CASE STUDY

***“TrueSight pulls the interesting data out of the noise. Now we know immediately if errors are happening and are proactive about fixing them.”***



*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 KENEXA

Kenexa is a leading provider of talent management solutions that help businesses build competitive workforces, reduce hiring costs, and streamline recruiting processes.

Combining innovative technology with recruitment expertise, Kenexa gives its clients the edge they need to succeed – in any economic climate.

Kenexa has earned a number of prestigious industry and customer awards, including the Software & Information Industry Association's 2004 Codie Award for "Best Human Resources Product" and the Sears "Partners in Progress" Award.

### 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](http://www.coradiant.com)  
or call 1-877-731-7277

