

HOW A GLOBAL LEADER IN CAR AUDIO TECHNOLOGY REDUCED ITS DOWNTIME 40% IN 8 MONTHS WITH APPLICATIONS MANAGER

<https://www.manageengine.com/apm>

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As a pioneer of audio electronics solutions for all in-vehicle communication demands, this organization has delivered an enhanced driving experience to more than 50 million vehicles across the globe.

With over 60 years of experience, this organization has been a trailblazer in the audio electronics industry. It has been recognized by Guinness World Records, NASSCOM, and many more for its contributions to the world of audio technology.

Business challenge

The company prioritizes clarity in voice calls and commands as well as overall stress-free in-vehicle communication. Providing a smooth, dynamic user experience is vital to maintaining the brand's reputation.

A cloud operations engineer at the headquarters of the organization explained the Over the Air (OTA) team's task: "Our team handles the company's systems in the cloud. Our task is to ensure that we can monitor all the applications and infrastructure components delivering our services in real time. For us to deliver a superior experience, we need to be able to proactively identify and remediate performance issues so our customers aren't impacted in any way."

The proof of concept evaluation

After coming across Applications Manager while researching monitoring solutions, the OTA team evaluated the product on a proof-of-concept basis. Applications Manager was selected to improve on three key areas:

- Continuous visibility
- Application efficiency
- Alert management

"The proof of concept went way better than what we had initially expected. We were pretty impressed with the end-to-end visibility, the alert management, and the easy-to-navigate capabilities of the tool. During this period alone, we were able to get considerable insights into some inefficiencies and bottlenecks," stated a cloud operations engineer.

The solution for a smooth, hassle-free user experience

The organization's OTA team now uses Applications Manager to gain insights into every component in the application delivery chain. With Applications Manager's file directory monitoring, the team can now obtain visibility into log files and receive instant alerts when there is an exception specific to the organization's environment.

"APM Insight is one of my favorite features. It gives contextual, code-level insights into our applications. After deployment, the agent quickly discovered all the transactions within our applications and pointed to the exact line of code responsible for slowness," said a cloud operations engineer at the organization.

Customer favorites



Application performance monitoring (APM Insight)



Infrastructure monitoring



Root cause analysis

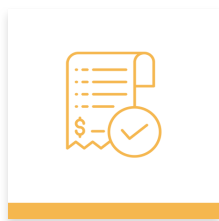


AIOps-assisted smart alerts

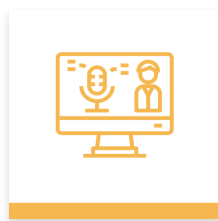
Key benefits of Applications Manager

- **Automatic visibility and instant value:** Applications Manager's intuitive UI provides the organization with a consolidated view of its hybrid cloud environment with minimal manual effort.
- **Healthier customer relationships:** Ever since Applications Manager was deployed, the OTA division has continually used the solution to find the root causes of potential problems.
- **A reduced MTTR:** Applications Manager's AIOps-assisted smart alerts help the organization identify, diagnose, and remediate problems in real time. This allows the team to focus on more crucial tasks.

With the help of Applications Manager, this leading audio electronics company has been able to solve all its monitoring problems in just a few months. Download Applications Manager today and experience application monitoring at its finest.



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