

A Case study

# Techedge optimizes global client services with Applications Manager



## About Techedge

- Founded in 2004 and headquartered in Italy, Techedge is a multinational IT services and consulting firm that implements and manages digital transformation initiatives.
- As a reliable partner for cloud and digital transformation initiatives for more than a decade, Techedge has earned impressive industry recognitions in the field of cloud transformation and sustainability.
- The organization has a strong international presence and has worked with more than 2,200 IT professionals in 11 countries to provide value to its clients.

### Customer favorites:

Automatic Discovery and Dependency Mapping (ADDM)

Infrastructure monitoring

Advanced Analytics



"Applications Manager's automated approach has helped us continuously discover our applications, gain instant insights, and achieve rapid time-to-value. We couldn't be more happier about our choice!"

- **Alejandro Delgado, IT monitoring manager, Techedge**

## Business challenge

Due to the complexity of its application architecture, the IT team at Techedge faced a variety of issues, including database performance issues as a result of un-optimized SQL queries, lack of visibility, increased MTTR, and resource leakages. Addressing its IT challenges was like playing a game of whack-a-mole; when one issue was resolved,

another would quickly appear.

"We have a diverse IT environment with thousands of servers and VMs, application servers, as well as web servers and services running across our application suite. It's a challenging environment and it is crucial for us to keep all the pieces synchronized and in function, so that we can serve our clients to our complete potential,"

The Techedge IT team determined it needed an application monitoring solution that would help it track the performance of both legacy and modern applications. To improve the reliability of its IT services and help resolve performance issues before its end users were impacted, the Techedge sought end-to-end, real-time visibility across its applications and infrastructure.

## The solution: ManageEngine Applications Manager

Familiarity and comfort with the brand led Techedge to evaluate the product. The IT team at Techedge evaluated Applications Manager on a proof-of-concept basis. Once we started seeing results, they were quick enough to deploy the product with the help of our regional partner IREO.

### Achieving faster time to value with Applications Manager

Techedge selected Applications Manager because its unified platform provides holistic visibility into the status of its applications, minimizes manual effort, and provides rapid time-to-value. The organization was also impressed with the APM Insight feature that provides deep code-level visibility into the performance of its Java, .NET, PHP, Ruby on Rails, and Node.js applications. With Applications Manager, Techedge is able to gain end-to-end visibility into its multi-vendor environment and continually monitor the performance of its servers, VMs, databases, web servers and services, website, and cloud and container applications with ease.



"We saw results within a few days after installation and it was all we needed. Applications Manager provides 24x7 monitoring, helps us understand where exactly look for problems, and resolve them before they create an impact."

- Alejandro Delgado, IT monitoring manager, Techedge

## The Applications Manager experience

Some of Techedge's favorite features of Applications Manager include automatic discovery and dependency mapping, infrastructure monitoring, and advanced analytics. Here are some of the key benefits the team leveraged by using the product:

### Key benefits

**Real-time visibility and actionable insights:** Techedge values the simplicity of deploying Applications Manager across its IT environment, and its ability to automatically discover all of its applications and their dependencies. This solution also provides real-time performance data that drives critical business decisions

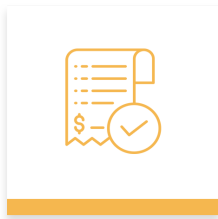
**Proactively remediates issues and provides precise answers:** Applications Manager provides invaluable correlations between the front-end and back-end metrics. "The product helps us pinpoint the root cause of issues, and resolve them quickly and effectively. We are able to be more proactive as the product automatically spots issue at an early stage, helping us to prevent problems from impacting our clients," says Delgado.

**Accelerates innovation:** AI-powered insights from Applications Manager helps eliminate false positives and unnecessary alerts. This enables the IT team to focus on providing better service, and enhancing innovation.

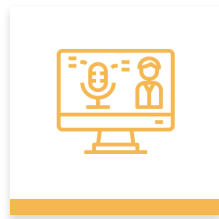


"We have been using Applications Manager for over four years across three of our most critical locations now. Needless to say, it has saved us hours of troubleshooting."

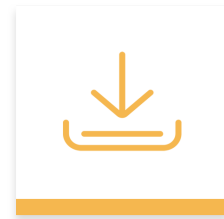
- Alejandro Delgado, IT monitoring manager, Techedge



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