

Case Study

Digicel performs health checks 40 percent faster with Applications Manager



"Applications Manager has made it easier for us to react to issues in our network. Our downtime has now been considerably reduced."



Vishnu Bridgelalsingh
VANS ENGINEER, DIGICEL



Overview

With operations in 31 countries and over 14 million wireless users worldwide, Digicel is a leading mobile phone network provider. Established in 2011, Digicel offers a myriad of services including mobile communications, business solutions, media, and entertainment.

Digicel is committed towards bringing leading edge technologies to the market and has so far invested over \$5 billion in the telecommunications sector.

Industry: Telecommunications

Headquarters: Kingston, Jamaica

Brownie points:

- Functionality
- Instant alerts
- Affordability
- Reporting

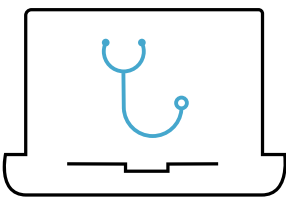


Business Challenge

Being a leading telecommunications company, Digicel offers multiple services to their customers. These services require different types of technology such as application servers, databases, servers, etc, and each department uses its own variation of technology. Some departments use Windows servers with Oracle databases while others use Linux and Solaris servers with Oracle databases. This means that to ensure continuous, uninterrupted availability of Digicel's services, it is essential for their applications and the underlying infrastructure to function smoothly, 24/7.

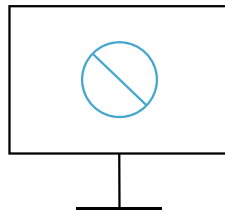
Vishnu Bridgelalsingh, VANS Engineer at Digicel, stated that the main challenge they encountered when running applications was performing health checks and analyzing performance issues. Due to a wide range of applications and specific commands used to perform health checks on these applications, identifying the root cause of performance issues and resolving them was a cumbersome process. These inherent challenges along with their large infrastructure drove Digicel to start looking for for a comprehensive, all-in-one application monitoring tool.

Results:



Increase in health checkup

40%



Reduction in downtime

60%



Increase in adherence to SLAs

20%



The Solution

When Bridgelalsingh and his team decided to take on these challenges and started looking for a solution, their primary choice was Applications Manager. When asked what made them choose Applications Manager over other products, Bridgelalsingh said, "Affordability was one of the primary reasons that drove us to opt for Applications Manager. Since then, we haven't looked back." Apart from affordability, smooth functionality also played a vital role before they signed the dotted line.

Prior to Applications Manager, their IT team spent much of its time performing health checks. They started saving a ton of time with Applications Manager's instant health checks and its compatibility with a wide range of applications and servers. Now, it's much easier for them to call scripts and display data by running necessary checks.

One of the prime benefits Digicel gained from Applications Manager was a noticeable decrease in their critical apps' downtime. "Unplanned downtime was one of our biggest setbacks. After installing Applications Manager, downtime has [been] considerably reduced, and this has enhanced the end-user experience," said Bridgelalsingh.



Key Features of Applications Manager

- Performs health status overlay for every infrastructure component in Digicel's application performance monitoring ecosystem.
- Offers compatibility with a wide range of applications and servers
- Proactively identifies performance bottlenecks and resolves them before vwend-users are affected.
- Provides comprehensive reports that track data over time, which has proven useful for Digicel's server and application analysis.
- Enables unified visibility and considerably reduces downtime.
- Easily imports data from Digicel's servers for reporting and monitoring purposes.

The Digicel team also appreciated the technical support offered by ManageEngine. "The support for Applications Manager is timely and efficient. The engineers are very knowledgeable and are very willing to assist with resolving issues and providing information that you may need." "Applications Manager helps [in] honoring Digicel's commitment towards establishing a global digital program by preempting performance issues and resolving them swiftly. I would definitely recommend this application to anyone who has either not already used a similar product, or is currently using another product and are unaware of what Applications Manager can provide," Bridgelalsingh concluded.

DOWNLOAD 30-DAY FREE TRIAL