

Leading oil and gas company saves \$100,000 on downtime in a year with Applications Manager



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

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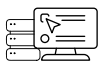
About the organization

- With operations in more than 70 countries, this energy company is one of the leading oil and gas companies in the world. It is involved in every stage of the oil and gas value chain, from exploration and production to refining and marketing.
- The company is committed to transitioning to a low-carbon energy future and is investing heavily in renewable energy sources to reduce greenhouse gas emissions from its operations. It has set ambitious targets to become a net-zero emissions energy business by 2050.

Industry: Oil and gas

Location: Netherlands

Customer favorites



Application performance monitoring



Infrastructure monitoring



Digital experience monitoring



Advanced analytics

After implementing Applications Manager



70-80%

improvement in overall application performance



\$10,000

Saved on downtime in a year



2X

improvement in mean time to repair (MTTR)



"Proactive monitoring has always been a huge challenge for us, but with Applications Manager we are able to easily receive alerts and prohibit any interruptions upfront. Additionally, the product's intuitive dashboard has helped us gain better visibility into our application infrastructure, allowing us to make data-driven decisions and optimize performance across the board."

-IT operations engineer

Business challenge

As a key component of its global operations, the IT team provides a wide range of IT services to support the company's business needs, including software development, infrastructure management, cybersecurity, data analytics, and digital innovation.

The IT team also manages a complex suite of applications critical to the organization's daily operations. However, with an overwhelming amount of information to sift through, the team faced bottlenecks and delays, making it particularly hard to determine the root cause of issues when incidents arose. The impact of application downtime or delays would sometimes lead to rippling effects and result in financial losses. Additionally, lack of access to real-time information on the performance of key metrics was leading to slow remediation times.

Like most IT teams, they previously relied on multiple tools spread across subteams to monitor various parts of the IT stack, and this disjointed approach led to many downsides. Instead of improving mean time to identify (MTTI) and mean time to repair (MTTR), their existing monitoring solutions hindered visibility by providing restricted views across the hybrid infrastructure. "We deal with highly critical applications and we can't afford to be blindsided," said the IT operations engineer. "We can't improve something if we can't monitor it, and we decided that it was high time we switched to a more unified, robust application observability solution."

Achieving observability and switching to a proactive approach with Applications Manager

After deciding to retire Riverbed, their previous software provider, the team evaluated a good number of monitoring tools in the market. They came to know about Applications Manager through word of mouth and decided to evaluate the tool.

"Our production operations rely heavily on the timely and accurate flow of data between critical applications. For example, if an application that monitors the health of production equipment experiences downtime, there is a risk of equipment failure, which could lead to costly repairs, production delays, and potential safety hazards. So, we were very particular about deploying a tool that would ensure 24/7 availability of applications, provide in-depth visibility, and alert us of interruptions in time," said the IT operations engineer.

Once the team realized that Applications Manager ticked every requirement on their checklist, there was no turning back. Formerly, troubleshooting performance issues was an arduous, manual process of sifting through application and infrastructure errors and alerts. With Application Manager's observability capabilities, the team can now view their entire operation on a single pane of glass, capturing every single trace and transaction that flows through the applications. By gaining contextual insights, the organization can make smarter business decisions.

For instance, identifying a database lock that was causing a delay in updating production schedules was a time-consuming process that could take hours, eventually leading to disruptions in operations. Now with Applications Manager's

proactive monitoring capabilities, the team is able to receive alerts and fix these issues quickly. "This has significantly reduced our downtime and improved the efficiency of our operations," said the IT operations engineer.

Additionally, with real-time analytics, the organization is able to track and publish KPIs, spot trends, and share this data with concerned teams for continuous improvement. "What I love the most about Applications Manager is that it is reliable; it works," said the IT operations engineer. They also praised the team at ManageEngine, adding, "I like the support—they are friendly and always ready to help."



"We were impressed by Applications Manager's ability to support many flavors of applications from a single console. This has truly given us the visibility we needed, and we are extremely happy with the choice we made."

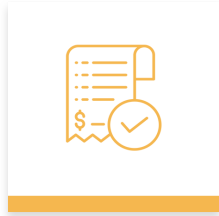
-IT operations engineer

Key benefits

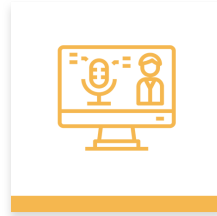
Holistic visibility: With an unified platform, the team is now able to automatically and continuously discover its entire technology stack and process the dependencies across its multiple cloud environments, applications, and services, in real time. This has reduced manual effort across teams and has helped reduce the number of issues in a day.

Timely alerts: With Applications Manager, the team is now able to be more proactive in its approach. The tool enables the team to pinpoint the root cause of issues and resolve them before things go awry. By eliminating false positives, they can focus on alerts that actually require their attention.

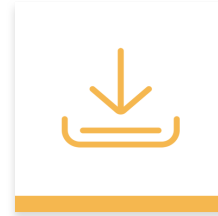
Increased productivity: AI-powered insights from Applications Manager has helped the team reduce the time spent in war rooms and focus more on innovations that truly matter.



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