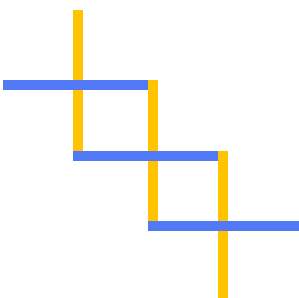**ManageEngine**
Applications Manager

DBACorp delivers seamless client experiences with Applications Manager

About DBACorp

- Founded in 1999, DBACorp is a leading Brazilian IT services and consulting organization that provides a wide range of services, including cloud computing along with database, infrastructure, and data intelligence.

Industry: IT services and IT consulting
Location: Brazil

Customer favorites

Application discovery and dependency mapping (ADDM)

Database monitoring

Advanced analytics

Outcomes after implementing Applications Manager

80%
reduction in
time spent triaging issues

Unified
platform eliminating silos
between teams

40
hours of extra time per year
freed up for innovation

Business challenge

With a rich history spanning over 23 years, DBACorp has firmly established itself as a prominent IT services and consulting firm in Brazil. As a managed service provider (MSP), DBACorp's core mission is to uphold the reliability and effectiveness of its clients' IT systems. Operating within the mid-size sector, DBACorp places great emphasis on innovation, and

its team of dedicated developers play a pivotal role in driving this innovation. A central driving force behind its operations is the commitment to delivering new applications at an accelerated pace and ensuring that its clients stay at the forefront of technological advancement.

However, with a diverse range of clients, DBACorp grappled with the intricacies of managing numerous IT environments, each with its own distinct requirements. The complex web of interdependencies and the need for constant vigilance were significant challenges for DBACorp, and this compelled them to look for more a robust monitoring solution.

"Our previous solution left us firefighting issues rather than preventing them. It was a constant source of frustration, as it was inflexible and limited our capacity to customize it as per the needs of our clients," said Willian Lima, monitoring analyst at DBACorp. In an effort to overcome these challenges, DBACorp conducted a comprehensive evaluation of several well-known vendors, including Dynatrace, SolarWinds, Zabbix, and Grafana. Despite the thorough assessment, none of these options proved to be a perfect fit for DBACorp's unique requirements.

Improved SLAs and ensuring client satisfaction

"Applications Manager not only met but surpassed our requirements, making it the clear winner in our research. Versatility, a rich-feature set, and user-friendliness were three major factors that set it apart from other vendors we considered," said Lima. After implementing Applications Manager, the organization harnessed the full potential of its advanced features, leading to a significant transformation in its monitoring capabilities.

The flexibility to set more personalized thresholds allowed for tailored monitoring to meet each client's unique requirements, enhancing DBACorp's capacity to identify and address issues proactively. "The product's customizable reports and dashboards provide us with invaluable real-time insights, enabling informed decision-making and effective optimization of our diverse clients' IT systems," said Lima.

With insights derived from real-time monitoring, the team at DBACorp is able to provide better support to clients when needed. Lima recounts an incident where a financial institution client faced a critical challenge. Due to a database growth issue, the client's systems were at risk of grinding to a halt during peak transaction hours. Applications Manager helped DBACorp intervene and tackle the situation by providing in-depth visibility and precise alerts that enabled the MSP to optimize database performance, archive historical data, and avert a potentially disastrous downtime.

Furthermore, the quantifiable outcomes delivered by Applications Manager have significantly contributed to DBACorp's service level agreement (SLA) enhancement. The capacity to swiftly identify and resolve issues, along with thorough root cause analysis, has resulted in an impressive 80% reduction in the mean time to resolve (MTTR) issues. This improvement translates into significantly reduced downtime and a highly available environment SLA of 99.99%.

Key benefits:

Enhanced operational agility: The precise insights from Applications Manager has transformed the way DBACorp operates. Previously, the operations team was caught up in a never-ending cycle of issue resolution. Now, the team is able to address potential problems proactively, significantly improving operational efficiency.

Faster issue resolution: "We've successfully cut down the time required to pinpoint instances of unavailability or other errors in our monitored environments. This swift identification has been instrumental in accelerating our response times and reducing downtime for our clients. With Applications Manager in place, we can proactively address issues, ensuring uninterrupted service and bolstering our commitment to delivering reliable IT solutions," said Lima.

Accelerated innovation: By reducing the time spent on manual monitoring and issue resolution, the team at DBACorp now has more room to focus on driving technological advancements. "This has enabled us to develop and deliver new applications more quickly, keeping our clients at the forefront of technology and allowing them to adapt swiftly to changing market needs," concluded Lima.
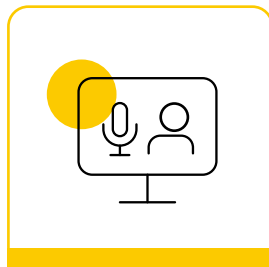
"We have been using Applications Manager for over six years now. To this day, it remains our trusted ally in identifying and addressing critical issues across the diverse environments we monitor."
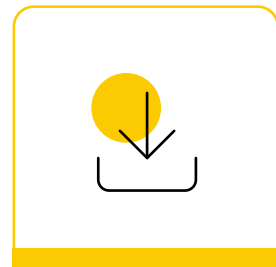
— Willian Lima, monitoring analyst at DBACorp.

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