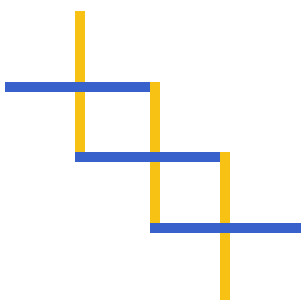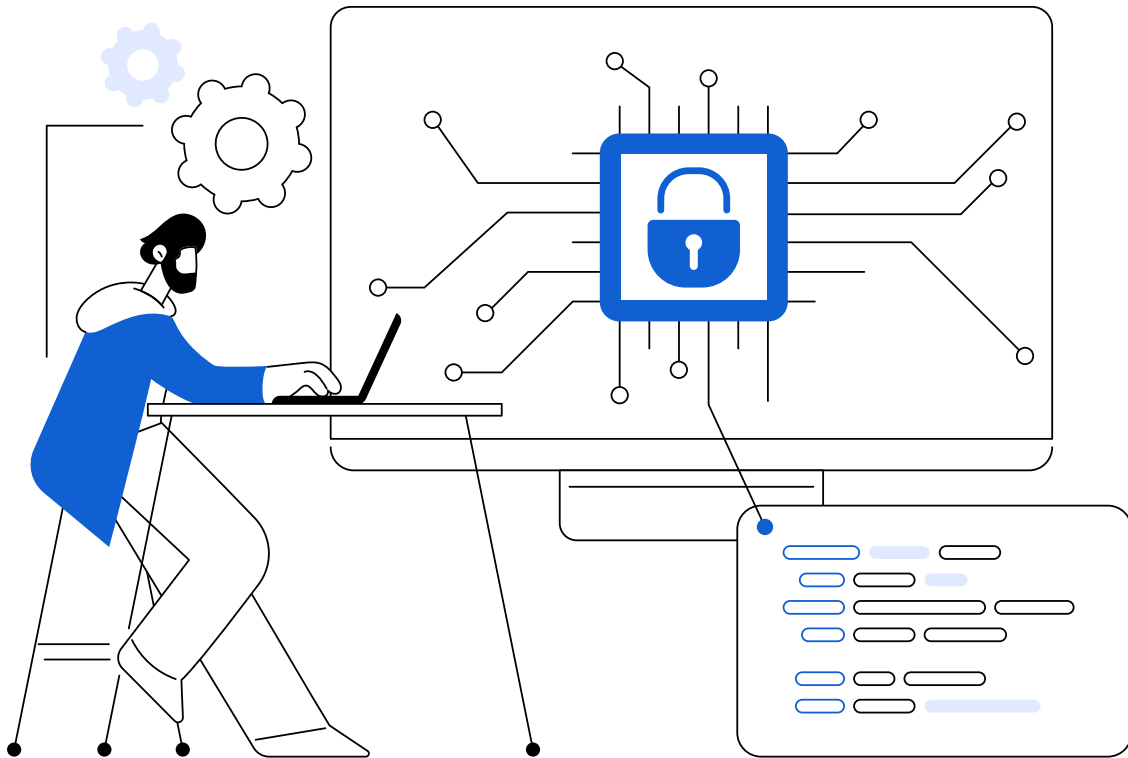**Manage**Engine
Applications Manager

Security Industry Specialists gains unparalleled visibility into its hybrid, multi-cloud environment with Applications Manager

About Security Industry Specialists

- Founded in 1999, Security Industry Specialists (SIS) offers unique security solutions to Fortune 500 companies, international events, and celebrity clients.

- With corporate offices in Culver City, Seattle, San Jose, Miami, New York City, Mexico City, and Brazil, and more than 6,000 employees, SIS has a global presence.

Industry: Security and investigations
Location: United States

Customer favorites

Cloud monitoring

Root cause analysis

Advanced analytics

Outcomes after implementing Applications Manager

75%
savings in operation costs.

Unparalleled
visibility and reduced latency across its hybrid, multi-cloud infrastructure.

500
hours per year saved by automating repetitive tasks.

As the global landscape continually evolves, so do the challenges and threats that organizations and high-profile individuals face. SIS provides a diverse range of services that are of paramount importance for safeguarding the security and wellbeing of businesses,

events, and individuals. The company's technology-driven solutions, including advanced surveillance and access control, enhance security measures and streamline incident reporting for its clients.

To ensure the continuous operation of its vital cloud applications, such as security management and communication tools, SIS relies on a sophisticated hybrid, multi-cloud setup. This enables SIS to keep sensitive data and applications secure while also benefiting from cost-efficient cloud services. The dynamic nature of the organization's security services, coupled with its distributed IT environment, necessitated real-time insights into infrastructure performance and reliability. SIS recognized that without a robust monitoring and observability system, it risked inefficiencies, performance bottlenecks, and an inability to respond promptly to incidents.

Before implementing Applications Manager, the organization faced several significant challenges. These included heavy manual workloads that strained the staff's capacity and led to operational inefficiencies. The shortage of personnel to manage these tasks further compounded this challenge. These pre-existing issues highlighted the need for a more advanced and automated solution to alleviate manual work burdens and optimize operational efficiency.

,,

Through our rigorous evaluation, we explored several solutions, including SolarWinds. Yet, what truly tipped the scales in favor of Applications Manager was its remarkable ease of use and its ability to not just meet—but consistently exceed—our expectations. It was an easy choice for us, and it has proven to be the right one." **— Judyrey Mediavillo, senior system administrator, SIS**

Navigating hybrid-cloud complexities

"When transitioning to a new observability platform, our primary aim was to ensure we were investing in the best platform available," said Mediavillo. "What we needed was

a solution that could offer complete 360-degree visibility into all our applications and their interdependencies. Despite our familiarity with ManageEngine, we conducted thorough research, and reviewed customer feedback, leading us to the obvious choice, Applications Manager."

While SIS's environment includes data from numerous servers, databases, and container applications, Applications Manager centrally collects and contextually correlates data, all within a single, consolidated view. "This real-time observability was instrumental in swiftly identifying the root cause of a performance degradation issue within an access control and guest registration system during a major event," recounted Mediavillo. "It allowed us to promptly resolve the problem and ensure a seamless guest experience."

Mediavillo recalled another incident from SIS's Secure Logistics division, where the seamless operation of Azure workloads was paramount. The mission involved securing the transportation of high-value assets for a client, relying on Azure-based applications for real-time tracking and security. During a critical operation, an unexpected disruption in the Azure tracking system threatened to compromise the team's real-time visibility into the asset's security. In response, SIS US turned to Applications Manager for assistance. "We swiftly identified the issue—an unexpected surge in resource utilization that could have led to a service outage and asset security breach. Our proactive adjustment of Azure workloads averted a major incident and upheld client asset integrity," said Mediavillo.

"Our experience with Applications Manager's support has been exceptional. One standout aspect is the swift and efficient chat support, which allows us to connect with engineers promptly. This level of responsiveness sets Applications Manager apart from other products, where we've encountered frustratingly long wait times for assistance." **— Judyrey Mediavillo**
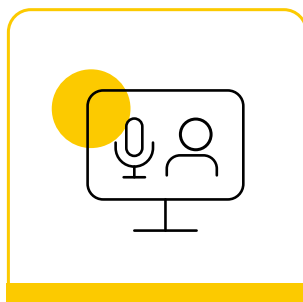
Key benefits:

Unified observability: "Unified visibility through Applications Manager has been a game-changer for us," explained Mediavillo. "We can effortlessly monitor our entire IT environment, be it on-premises or in the cloud, all from a single location. It doesn't matter where issues arise; we have the capability to swiftly identify and address them."

Improved operational efficiency: By reducing manual intervention in routine tasks, SIS has seen staff productivity increase multifold. This boost in staff productivity has not only led to streamlined operations but has also allowed the organization to reallocate resources more effectively. With manual tasks automated, teams can now focus on strategic initiatives like improving service quality and exploring opportunities for innovation.
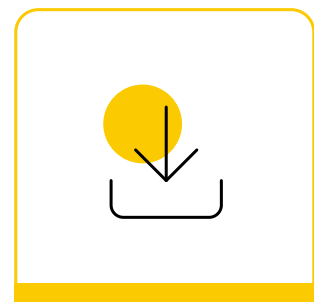
Real-time analytics: "Previously, our team dedicated extensive hours to crafting program scripts to compile the system status report," said Mediavillo. Now, with just a single click, the team can instantly access a wealth of metrics about the company's application environment through an interactive and visually engaging dashboard. They also have the flexibility to customize how visualizations are presented. "With the implementation of Applications Manager, this process has been significantly streamlined," he concluded.

Get Price Quote   Request Demo   Download Free Trial