

## Case study: 64x Faster Incident Resolution American Multinational Corporation

### The company

Fortune 250 American multinational corporation that designs, manufactures, and distributes engines, filtration, and power generation products. They employ 60,000 people around the world.

### The situation

The company's Enterprise Monitoring Leader delivers Monitoring-as-a-Service to application owners who request visibility for the IT services they deliver to their business partners. He has got several monitoring tools at his disposal, amongst them Catchpoint for active monitoring of their customer experience, Splunk, and several APM tools (AppDynamics and Dynatrace). The monitoring solution and combination of tools he uses depend on the app owners' requirements.

The organization has a wide distribution network: distributors have branches and branches have dealerships. These dealerships are the first external customers of the business' Enterprise Monitoring Leader.

### The problem

The move to remote working coupled with some code release in their Salesforce application triggered a series of user complaints, which were escalated to the Board. The issue impacted around 800 Salesforce users across the U.S., all from the ordering departments of the distributors.

Seven people from the Application Team were trying to 1. validate the issue and 2. identify its cause. This process was challenging for several reasons:

- Events were sporadic, not following identifiable patterns.
- The issue could not be resolved with the current monitoring stack of point solutions
- The Incident Management team had to work with many different IT groups: Network, End User Computing, Salesforce and Application Developers - in total between 15 and 20 people.
- The team had been working on the incident for more than two months without coming to a resolution.

### The solution

At this point, the organization's Enterprise Monitoring Leader was pulled in the incident resolution - two months after the issue had begun. As it was his first implementation of the Catchpoint endpoint agent, he spent the following three weeks packaging and testing the agent, getting the approval to deploy it, and, finally, deploying it via SCCM software centre.

He was then able to identify with accuracy that the issue reported had to do with the user's connectivity to their ISPs, not with organization's IT infrastructure, the devices, or the application. This is the reason why monitoring point solutions were unable to isolate the issue in the distributed work environment.

***Within hours of investigation, there was enough evidence for the Application Team to diagnose and close the incident, and all the teams involved could go back to business as usual.***

## The results

The outcome of the situation was quite impressive:

- 800 users of Salesforce impacted by sporadic issues for a total of 3 months
- 15-20 people actively working on isolating and fixing the issue
- Within 3 weeks (i.e., 0.7 month), Catchpoint Endpoint Agent was deployed
- Catchpoint allowed one person to diagnose the root cause within hours
- $(15 \text{ people} * 3 \text{ months}) / (1 \text{ person} * 0.7 \text{ month})$   
**= 64 times faster to get to the root cause with Catchpoint Employee Experience solution**

## About Catchpoint

Catchpoint is the enterprise-proven Digital Experience Observability industry leader, empowering teams to own the end user experience. We provide unparalleled visibility and insight into every critical system that collectively produce and deliver digital experiences to customers and employees. Industry leaders like Google, L'Oréal, Verizon, Oracle, Honeywell, and Priceline trust Catchpoint's observability platform to proactively and rapidly detect and repair problems before they impact the digital experience of their users. Learn more at [www.catchpoint.com](http://www.catchpoint.com).