

Large U.S. Federal Agency Implements AppDynamics to Streamline and Accelerate Processes

Outcomes

- Improved resolution time
- Real-time insights into application performance
- Faster and more reliable root cause identification



Well, I will share my analogy of how we are progressing in the application monitoring space. We started with a bike, then we had some tools that gave us a car, and now, with AppDynamics, we are driving a luxury car with all the bells and whistles.

- WebApps Team Member

BEFORE APPDYNAMICS

This large U.S. Federal agency used to rely on reactive monitoring. Previously, when an error occurred, the application development teams had to spend hours manually tracking and reviewing log files to find the problem. Disruptions could not be prevented and there was no reliable monitoring tool to look into the real-time performance of applications.

WITH APPDYNAMICS

AppDynamics provides the application development teams with real-time insights into their applications across multiple environments. Not only can they check how a specific application is running, when developing new applications and running tests, they now also have full visibility into what is going on. This allows them to quickly and proactively identify if something is broken or not working correctly.

For every application that has been loaded into the system, AppDynamics is providing:

- Full visibility into the performance of each application
- Full visibility into how applications interact with each other
- Integration and correlation between front-end and back-end traffic. Application development teams have full visibility into how applications are talking to each other
- Proactive problem identification, whether it happens downstream or upstream
- Identification of root cause, even when the application is not the root problem
- Auto-generation of tickets when something is not functioning

The implementation of AppDynamics has provided the agency with access to an entire application flow map that makes monitoring easy, proactive, and efficient.

A progressive journey to full monitoring.

The agency used to run on physical servers, but over time the strategy has evolved into the virtualization of servers. Over the past three years, the agency has progressively worked its way towards containerization. AppDynamics has been, and continues to be, key in the success of this initiative.

The agency, with the help of Intact, will continue to load more applications into the AppDynamics platform. The goal: onboarding all premium services.