ManageEngine
Applications Manager

A Case study

Kent RO sees 50% faster MTTR with Applications Manager

Key benefits:

Unparalleled insights

Provides end-to-end visibility into application infrastructure

No more blind spots

Identifies the root cause in seconds

Streamlined operations

Unified console reduces complexity

Customer favorites:

Application performance monitoring (APM Insight)

Infrastructure monitoring

Root cause analysis

"

> "With Applications Manager, it has become 1,000 times easier for us to provide uninterrupted service to our customers and employees."
>
> **- Aditya Kumar, Engineer, DevOps department**

About Kent

Kent RO Systems Limited is an Indian multinational company that produces a range of healthcare products. Founded in 1999, Kent provided the country's first commercially available water purifier. Today, the company has evolved into a category

leader, offering technologically advanced healthcare products ranging from water purifiers to softeners, with a 40% market share in India. The company's endeavors towards developing technological advancements that help maintain ecological equilibrium have been recognized globally, and Kent now exports its products to SAARC countries, the Middle East, Africa, Asia, and Europe.

Business challenge

Kent is armed with robust IT infrastructure consisting of numerous databases, servers, VMs, and web servers/services. Its IT team manages business-critical production applications that enable customers to access the company's services online.

With consumer focus shifting towards health and hygiene, Kent faced significant pressure to ensure its users had uninterrupted access to online services. Demand for Kent's air purifiers surged at breakneck speed during the COVID-19 pandemic. As Kent's infrastructure grew, it became more difficult to pinpoint the root cause of issues, many of which might have a direct impact on revenue. The lack of a monitoring solution and the company's reliance on manual processes meant that Kent's IT team was taking a reactive approach to detecting performance problems, spending hours wondering why and where a problem occurred.

Kent needed a solution that could help its IT team gain holistic insight into every component of the company's infrastructure stack and continually provide precise root cause analysis of potential problems before they impacted customers.

"Applications Manager gives us a holistic view of our entire application stack. Now we're aware of problems and can fix them before they impact the business."

Gaining real-time visibility into business operations

Recognizing that they needed a more effective approach to maintain visibility and control over the performance of the company's business-critical applications, Kent's IT team turned to Applications Manager. Familiarity with the ManageEngine brand drove Kent to evaluate the product. "We were already using a few other solutions from ManageEngine, so it made sense to try its application performance monitoring solution," said Aditya Kumar, an engineer in Kent's DevOps department.

Along with Applications Manager, Kent's IT team also evaluated a couple of other third-party monitoring tools, such as Datadog. However, Applications Manager impressed them the most.

"Applications Manager enabled us to monitor our whole infrastructure from a single console," said Kumar. The Kent team then finalized on Applications Manager because it offered a unified platform, minimized manual effort, and created rapid time-to-value. The product offered a consolidated, end-to-end view of the company's application stack, improving the efficiency of Kent's IT team.

"One of the features I love about Applications Manager is APM Insight," said Kumar. Once deployed, the APM Insight agent quickly discovered all the transactions executed within Kent's applications. It even highlighted the exact line of code that was causing slowness. Along with the fault management capabilities of Applications Manager, APM Insight has helped Kent's IT team optimize customer experiences, increase operational efficiency, and maximize business outcomes.

Why Applications Manager?

Applications Manager helped Kent break the barriers that limited application visibility and transition to a well-instrumented environment. "Prior to implementing Applications Manager, there was chaos everywhere. There was a huge visibility gap. Our complex infrastructure made it harder to detect and rectify performance issues," said Kumar. "By eliminating the need for manual processes and guesswork, Applications Manager enabled us to transition from a reactive approach to a proactive one. The tool has proved to be a perfect fit for our company. We look forward to exploring it more in the future."

Key benefits

End-to-end visibility: Applications Manager's APM Insight feature reduces false alerts and provides precise, code-level insights into applications and performance anomalies based on the level of business impact.

Proactive resolutions: Kent leverages Applications Manager's smart alerting capabilities to drill-down to the precise root cause of an issue. When problems occur in production applications, Applications Manager's dependency mapping and root cause analysis functionalities help Kent's IT team understand the context of the issue in detail, resolve the problem quickly, and minimize the impact on the user experience.
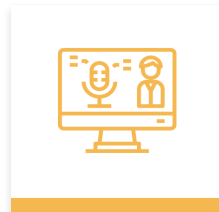
Streamlined operations: Applications Manager's unified console ensures that Kent's IT team gets in-depth insight into the availability, health, and performance of the company's complex infrastructure, enabling them to operate more effectively.
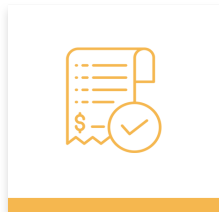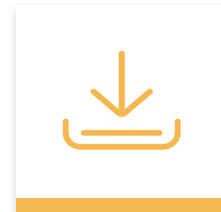
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