

“By customizing TrueSight IM’s monitoring capabilities for our applications, we can eliminate the guess work for the IT staff at our client institutions.”

MARC TAYLOR
TEAM LEAD
JENZABAR’S INTERNET CAMPUS
SOLUTION

INDUSTRY

Higher Education

CHALLENGE

Jenzabar wanted to provide its customers with a resource that would allow them to monitor the performance of its Web-based applications, alert them to any problems before they could impact end users, and quickly troubleshoot any problems that might arise.

WHY WEB APPLICATION PERFORMANCE MANAGEMENT?

Jenzabar customers are institutions of higher education with limited resources for managing their end users’ Web experience. Jenzabar wanted to help customer maximize their IT resources.

SOLUTION

Jenzabar now offers a service that enables customers to use TrueSight IM for a two-week period to troubleshoot a particular issue or to further investigate the value TrueSight IM can provide, with an option to purchase the system. TrueSight IM is a complete, turnkey reporting device that detects Web and server problems immediately, alerts users to these problems, and provides the forensic details needed to solve them.

KEY BENEFITS

- Easily discover errors on server systems
- Proactively alert IT to problems before they impact users
- Immediately identify the source of end user problems
- Support hardware capacity planning

JENZABAR®

JENZABAR PARTNERS WITH CORADIANT TO OFFER CUSTOMERS TRUESIGHT END-TO-END MONITORING AND TROUBLESHOOTING

Jenzabar® is a leading provider of software, strategies and services developed exclusively for higher education. As a service to its customers, Jenzabar offers Coradiant TrueSight™ Web Application Performance Management, customized for its Web-based applications. Now Jenzabar customers have a solution that can help them not only identify and remedy performance problems quickly, but will also proactively alert them to issues so that they can take action before end users feel any impact.

Jenzabar’s comprehensive family of products includes fully-integrated student information and business office systems; an award-winning Internet portal; constituent relationship modules; and learning management, institutional intelligence, and continuing education and workforce development systems. With more than 35 years of experience in higher education, Jenzabar understands that many colleges and universities operate within strict budget constraints. As a result, when any aspect of an institution’s production network does not work as expected, the institution may not have the resources available to remedy the situation quickly and effectively.

With the unique needs of their customers in mind, Jenzabar chose to provide Coradiant TrueSight IM (Incident Management) as a service

to help their users avert problems, quickly troubleshoot any problems that may occur, and maximize their school’s in-house capabilities.

“We decided to offer TrueSight IM because it provides a great deal of detail about transactions and has drill-down capabilities that lend themselves to quick troubleshooting,” explains Marc Taylor, team lead for Jenzabar’s Internet Campus Solution. “The solution also allows us to set parameters for acceptable values within our applications and to trigger alerts if those values are exceeded. By customizing TrueSight IM’s monitoring capabilities for our software systems, we eliminate the guess work for the IT staff at our client institutions.” He adds that TrueSight IM is a turnkey appliance that can be deployed quickly and easily, without requiring changes to the customer’s environment.

CASE STUDY

“TrueSight IM assists our customers in troubleshooting issues and honing in on where the trouble might lie so they can make changes quickly and maximize their return on application investments.”

JENZABAR®

Today, Jenzabar offers TrueSight IM as part of a new service to its customers. Said Taylor, “With our new service, we make the TrueSight IM unit available to our customers for a two-week period. If our customer is experiencing a problem with its Web applications, we can just plug it in and help them find a solution to their immediate problem. In this way, we can offer schools a solution that is within their budget.” Alternatively, Jenzabar client institutions may opt to use the two weeks as a trial period and then purchase the solution from Jenzabar.

PROVIDING A NEW SERVICE

Whether they lease or purchase the solution, TrueSight IM makes it easy for Jenzabar customers to pinpoint the precise cause of any problem with their Web-based applications or Web site, whatever it might be. Says Taylor, “TrueSight IM assists our customers in troubleshooting issues and honing in on where the trouble might lie so they can make changes quickly and maximize the return on their software investment.”

Jenzabar has set up alerts and watch-points specifically for its applications, so TrueSight IM can proactively alert customers to issues they

might never have known about otherwise, and fix problems before they impact end users.

Client institutions may also use the solution for capacity planning. For example, if the IT staff has noticed performance issues and suspects that their hardware infrastructure might be the cause of errors, they can use TrueSight IM to confirm that the problem is with the hardware—or use it to identify any other area that is affecting performance.

Because maximizing return on their investment is always important to Jenzabar client institutions, partnering with Coradiant represents a win-win for Jenzabar and its customers alike.



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ABOUT JENZABAR

Jenzabar® is a leading provider of software, strategies and services developed exclusively for higher education. With more than 35 years of experience delivering enterprise solutions to colleges and universities, Jenzabar is the trusted technology partner of choice on more than 700 campuses worldwide. Jenzabar's Total Campus Management™ software and services drive constituent satisfaction, operational excellence, and institutional success in three key areas: Enrollment, Retention and Advancement, or ERA™. Jenzabar's comprehensive family of products includes fully-integrated student information and business office systems; an award-winning Internet portal; constituent relationship modules; and learning management, institutional intelligence, and continuing education and workforce development systems.

ABOUT CORADIANT

Coradiant is the leading provider of equipment used to manage, optimize and troubleshoot Web applications. Coradiant's award-winning TrueSight products use customer metrics gathered from each Web user visit as their primary data source for IT management.

Coradiant Web Application Performance Management products are deployed in hundreds of leading organizations and Fortune 500 companies including software as a service (SaaS), e-commerce, entertainment, finance, insurance, healthcare, and education.

For more information please see
www.coradiant.com
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