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## **Bernalillo County Looks to Xangati for Rapid Identification of Complex Performance Problems**

### ***Xangati's Precision Profiling of Applications and Endpoints Enables County to Be First Responder to End-Users***

CUPERTINO, Calif.--Xangati, the provider of the industry's first rapid problem identification (RPI) appliances, announced today that Bernalillo County of New Mexico has deployed a Xangati solution in its network. Bernalillo County, which includes the City of Albuquerque, is the largest county in New Mexico in terms of both area and population. Bernalillo brought in Xangati as part of its focused efforts to optimize its end-user satisfaction while continuously delivering IT innovations that enhance business productivity.

"My team and I were incredibly pleased to see the immediate benefits of the Xangati solution. We had other products on hand that allowed us to monitor user interactions with the network, but these tools were missing an understanding of the application experience of endpoints, which we need to deal with hard-to-get-at performance problems," said Paul Roybal, chief information officer at Bernalillo County. "Almost right away we started seeing results with the Xangati solution in helping us identify the source of complex application responsiveness issues. In a number of cases, including a sluggish email server, an intermittent DNS failure, and an endpoint hijacked for spamming, we've already seen our problem identification cycles shrink by at least 33 percent."

Bernalillo County has embedded Xangati's RPI solution within its centralized help-desk support processes to enhance its responsiveness to end-user support calls. Now the help desk can assign problems more quickly to the right subject-matter expert and use the RPI appliance's ability to correlate symptoms to problems to close trouble tickets much faster. Powered by Xangati's RPI, Bernalillo's problem-escalation workflow has also become more effective. As Bernalillo moves towards supporting the IT needs of potentially the entire county populace, Xangati's RPI solution is helping make newer external customers as happy as existing internal customers.

The Xangati RPI application shrinks the time between problem genesis and the identification of its source through the precision profiling of each endpoint and every application. Traditional solutions require IT personnel to spend hours sifting through a mountain of data to uncover performance issues — but do not provide the evidence needed to identify and solve them. As a result, IT responds reactively to application and network performance problems. The Xangati solution delivers a proactive model, giving IT precise and actionable information based upon the knowledge of the application experience of every endpoint. This knowledge enables



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IT to identify and solve core problems, often before end-users are even aware of them.

“Xangati was a natural fit for Bernalillo County, with its focus on developing best practices and acquiring best-of-breed solutions for its rapidly expanding end-user community,” said Alan Robin, CEO of Xangati. “The Xangati rapid problem identification appliance is a powerful new solution for organizations like Bernalillo County that are looking to be the first responders to end-user problems.”