

Case Study:

US Department of Veterans Affairs

With a budget of over \$100 billion, the US Department of Veterans Affairs employs nearly 345,000 people at hundreds of medical facilities, clinics, and benefits offices and is responsible for administering programs for veterans, their families, and survivors.



“The Observer Platform brought the visibility and shorter problem resolution into the front-facing IT space needed by the organization.

– Richard Dunn, Senior IT Architect
US Department of Veterans Affairs

”

Challenge

Prior to purchasing the Observer Platform, the US Department of Veterans Affairs experienced a lack of visibility, lack of performance analytics, and problems isolating root cause between network or applications.

Customer Choice: Observer

The US Department of Veterans Affairs chose Observer over competitors because the GUI was easier and better laid out for overall use, robust performance analytics, and the packet capture and storage capabilities of the solution.

Use Case

The US Department of Veterans Affairs uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance
- Ongoing, proactive monitoring of network performance
- Security forensics to view packets after an event or attack
- Analytics to justify IT initiatives and investments

Results

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 75 percent or more, as well as capturing packet data for security.

Senior IT Architect, Richard Dunn reports that the IT team experiences better visibility and awareness, less finger-pointing from teams, and smoother deployments with the Observer Platform.

“The Observer Platform brought the visibility and shorter problem resolution into the front-facing IT space needed by the organization,” says Dunn.

As a result of Observer, Dunn and his team benefit from analytics that are easy to share, resulting in higher end-user satisfaction.

“It has the best user interface in the industry,” says Dunn.

This ease of use also enables Dunn and his team to leverage Observer for capturing “helpful data for security,” an important functionality for the organization.

This case study of the Department of Veterans Affairs. is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service