Western Governors University

Lightstream designs and engineers an Application Performance Management solution for a nationally recognized Online University.

About the Customer

Western Governors University is an online university driven by a mission to expand access to higher education through online, competency-based degree programs. WGU has flourished into a national university, serving more than 50,000 students from all 50 states.

The university continues to open doors for adult learners who need flexibility to achieve their education and career goals. WGU's innovative competency-based academic approach makes it possible, allowing individuals to fit their education into their lives, not the other way around.

Previous Environment

Western Governors University had architected and implemented a multitude of front and back-office systems, however due to the complexity of these systems, they lacked insight into the operation of their applications therefore when an issue was experienced resolution was often delayed

Obstacles

The customer wanted a solution that could provide them intelligence into the operation and performance of their front and back-office systems, while also providing insight into databases, load balancers, and the software and hardware stacks.

Lightstream's Solution

Lightstream designed and engineered an Application Performance Management solution leveraging the AppDynamics Application Intelligence Platform. The platform delivered complete and comprehensive visibility throughout the customer's entire application environment providing them the ability to; monitor end user application interactions, monitor the infrastructure supporting the applications including web and mobile apps, and monitor application execution at the code and transaction levels. Automation was also a key deliverable, and the platform addressed performance issues promptly and automatically, before they impact their business by utilizing behavior based analytics, automated provisioning, and the automation of manual run book tasks. The platform's analytic capabilities enabled them to track and monitor business metrics, operational functions and user transactions giving them the insight to spot trends and anticipate problems — addressing them before their end users experienced any problems.

The Results

The solution provided the customer an industry leading Application Performance Management solution that dramatically reduced the thousands of false positives Western Governors University received each month from their existing infrastructure monitoring solutions.

Prior to the Lightstream AppDynamics solution, their network operations center team was often looking in the wrong places at the wrong problems, every time an issue was experienced. Since introducing the AppDynamics platform, they have been able to identify problems they weren't even looking for as a result of data-driven troubleshooting. The solution provided Western

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Governors University the visibility into their application environment when they needed it and the application intelligence to know when things aren't functioning optimally.

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