

Real-time Intelligence at a Global Manufacturer

Challenge:

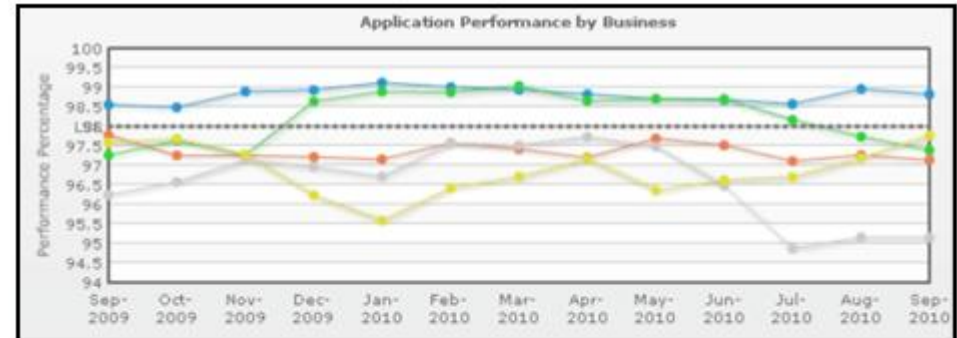
The operational systems within this global manufacturer's datacenter were siloed and disconnected, making it difficult for data center analysts to have live insight into their application and server performance, trouble ticket system, and help desk response.

Solution:

Real-time App dashboard for datacenter analysts to monitor and manage the health and performance of their applications, server and databases in one complete interactive view.

Benefits:

Increased response times to application and server performance issues, deeper insight into system health statistics for increased uptime, decrease costs in maintaining legacy systems.



Operational Ticket Details		
Name	Volume	Details
Open PO/Pis	0	
Open Problem Tickets	1	
Changes(past week)	0	
Work Orders(past week)	0	
Changes (open)	1	
Work Orders (upcoming)	1	

Server	OS	Temp	Performance	Availability	Tools	Problems	Errors
SERVER1	Windows	80	80	75	100	100	100
SERVER2	Windows	80	80	75	100	100	100
SERVER3	Windows	80	80	75	100	100	100
SERVER4	Windows	80	80	75	100	100	100
SERVER5	Linux	80	80	75	100	100	100
SERVER6	Linux	80	80	75	100	100	100
SERVER7	Windows	80	80	75	100	100	100
SERVER8	Windows	80	80	75	100	100	100
SERVER9	Windows	80	80	75	100	100	100
SERVER10	Windows	80	80	75	100	100	100

Real-time Intelligence at Qualcomm

Challenge:

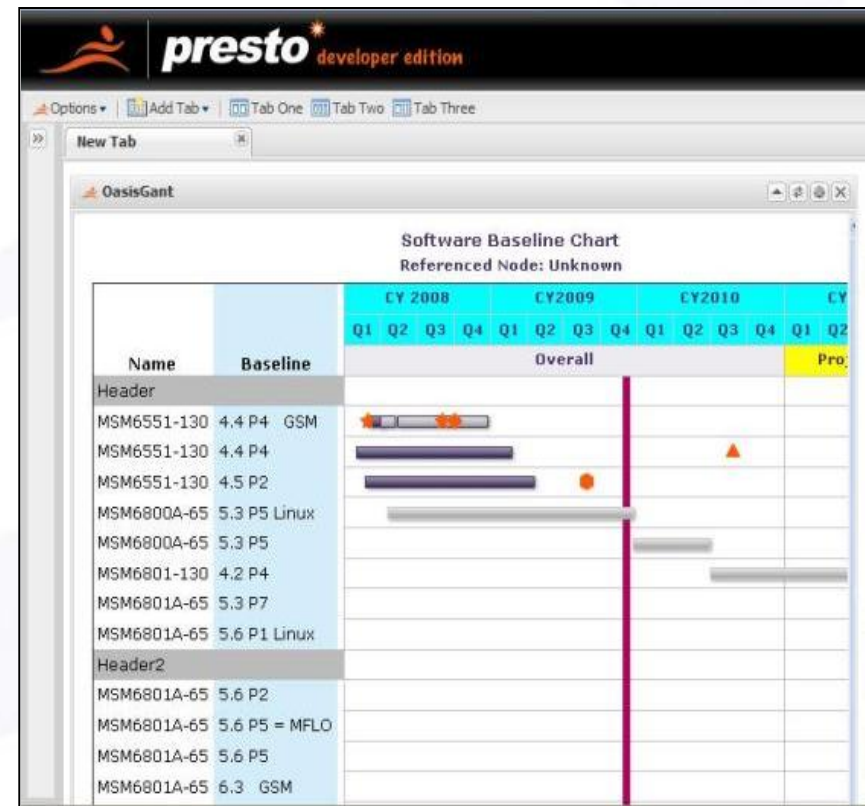
This \$11 billion manufacturer of digital wireless telecommunications products grew its organization very quickly, both organically and through acquisition. The result was a disparate, disconnected collection of production management portals that provided a patchwork view of their manufacturing efforts.

Solution:

Qualcomm built a Presto App platform that provided interoperability between their manufacturing systems, while also supporting their various portal platforms, like those from Tibco and SharePoint.

Benefits:

Qualcomm gained a comprehensive 360 degree view of their Chip manufacturing process by incorporating real-time manufacturing data into their existing portals and displaying them on an easy-to-view App dashboard.



Real-time Intelligence at Diebold

Challenge:

Unable to track customer ATM usage statistics and monitor ATM service history from a single system. Diebold had difficulty viewing bank customer locations and monitoring utilization and service feedback for the Diebold sales and service organization.

Solution:

Presto Apps to visually monitor ATM performance metrics by combining real-time customer service diagnostic statistics for a complete view into how a bank's ATM is operating. Apps also track the utilization timeframes of each ATM to determine if additional support is needed to improve customer service.

Benefits:

Diebold reduces service response times by quickly identifying system outages affecting ATMs across the country. Having a comprehensive view of customer experience and system diagnostics allows Diebold to evaluate and pursue expansions of additional ATMs and security services at their bank customers.



Screenshot Not Available
Due To Confidentiality

Real-time Intelligence at GE Energy

Challenge:

Customers use Jenbacher products for on-site generation of power, heating, and cooling, which supports the gas industry (natural, landfill gas, coal mine gas, sewage gas, combustible industrial waste gases, and biogas). GE Energy was unable to capture a single view of statistical information to monitor the performance and metrics to track their customers' power, heating and cooling environments.

Solution:

An App dashboard that combines engine service diagnostics with their remote monitoring system, customers' environments and engine application performance statistics. All Apps can be accessed through their company service JBoss portal.

Benefits:

Reduced response times for required machine maintenance while being able to have a 360 degree view of their customers' remote environments which ensure better customer service.



Screenshot Not Available
Due To Confidentiality