

# JT3 Reduces Mean-Time-To-Resolution from Hours to Minutes with Foglight®

In 2001, the United States Department of Defense (DoD) created J-Tech, a program that brought together four of America's premier test and training ranges for developing new defense equipment. JT3 LLC is a private contractor that provides engineering and technical support for J-Tech and its partners. The company helps its customers and partners build and maintain integrated range environments.

In order to deliver services successfully, JT3 must have consistent availability of its asset management and maintenance application, which supports customers in planning, preparing, and executing test projects and training missions. After receiving reports from employees, customers and partners about slow application performance and outages, JT3 took action.

## The Challenge

As a contractor for mission-critical military programs, JT3 must ensure that each aspect of every program is on time and on budget. This requires the collaboration of thousands of its own employees and government staffers, who use JT3's asset management and maintenance application every day.

"Any slow down in performance or an outage for our application could significantly impact our objectives," explains Lisa Gray, CIO at JT3.

Identifying the root-cause of problems had become a real challenge for JT3. Further, using the current system, the company had no way of knowing how many end users were affected by performance degradations or outages. As problems were reported, JT3's IT team tried to respond by leveraging existing tools from BMC. However, the tools could not discover or diagnose the reported problems.

## The Quest Solution

To help maximize application performance and availability, JT3 selected Foglight®, an application management solution that provides proactive monitoring and real-time diagnostics from end user to database. The solution would help JT3 improve application performance and availability while helping reduce the mean-time-to-resolution when fixing problems.

"As a government contractor, the only time JT3 makes a profit is when we meet and exceed our customer's expectations," said Gray. "We chose Foglight because it helps us to achieve our performance and availability service levels by validating application performance from the end user's perspective."

JT3 now uses Foglight to manage its asset management and maintenance application from end user to database, providing key stakeholders with notifications of problems before they affect end users.

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— Lisa Gray,  
CIO  
JT3 LLC

## OVERVIEW



### Headquarters

Las Vegas, Nevada

### Services

Engineering and technical support for military and aerospace installations

### Critical Needs

- Ensure service-level compliance for asset management and maintenance application
- Minimize outages
- Restore service to end users as quickly as possible

### Solution

Foglight®

### Results

- Reduced mean-time-to-resolution from hours to minutes
- Increased availability and performance
- Improved user satisfaction
- Allowed change from a reactive to a proactive operations approach

## CASE STUDY

"We first leveraged Foglight's synthetic transaction measurement capability to better understand the end user experience," said Bob Heist, IT Operations Manager at JT3. "This helped us improve performance and availability of the application for end users, and solve some of the problems they were facing. We measured baseline application response times and gained visibility into key application metrics. As we expand our use of synthetic transactions to each user location, we are beginning to use Foglight to help us collect, correlate and analyze real end-user traffic."

According to Heist, one of Foglight's strongest features is its dashboard.

"Foglight allows you to set up your own rules and alerts, which provides my team with great flexibility and ease of use in understanding our application's performance," said Heist. "Being able to identify an issue and quickly drill down to the application or database responsible for the problem helps greatly reduce mean time to resolution."

In addition to helping JT3 address its application performance initiatives, Foglight is a critical solution for assuring the company's executive stakeholders that they're meeting the expectations of end users. "Foglight provides customizable views of the managed environment, tailored to the needs of each IT and business stakeholder," said Gray. "For JT3, Foglight plays a key role in program performance and helps us adapt to change."

### The Bottom Line

JT3 has used Foglight to make notable improvements in its application's performance and availability, helping the company meet and exceed service levels as well as increase end-user satisfaction. Through proactive monitoring, real-time diagnostics and customized views of the managed environment, Foglight enabled JT3 to resolve problems its customers had been experiencing—problems that could not be identified or resolved by JT3's previous application tools. Foglight provided JT3 with greater diagnostic abilities and customized views into its critical business application, allowing the company's IT team to discover, diagnose and resolve application issues before end users were affected.

"Quest has been dedicated to helping us realize the benefits of Foglight," said Heist. "Its Professional Services and Support teams are responsive and knowledgeable. They help us see new opportunities for improving our application's effectiveness. I am looking forward to continued success with Foglight as we continue to explore its capabilities."

### About JT3 LLC

JT3 LLC provides engineering and technical support for J-Tech, the Joint Range Technical Services contract, enabling the operations of four of America's premier test and training ranges. The Department of Defense (DoD) has merged the engineering and technical support management of several western ranges into one organization to streamline support for test and training customers. In response to this challenge, EG&G Technical Services, Inc. (EG&G) and Raytheon Technical Services Company LLC (RTSC) formed JT3, a Limited Liability Company (LLC)—dedicated to supporting Joint Range Technical Services (J-Tech) requirements. We are experts at assisting our customers and other contractors in the planning, preparation, and execution of test projects and training missions.

### About Quest Software, Inc.

Quest simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest go to [www.quest.com](http://www.quest.com).



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CSA-Foglight-JY3-US-AG-20100830