

2015 Software Awards for Customer Excellence

Jordan Edris, Boeing

Aerospace leader leverages HPE monitoring tools to improve application performance, speed MTTR

Honorable Mention

Business Service Management

Software

- HPE Business Service Management (BSM)
- HPE SiteScope
- HPE Service-Level Management (SLM)
- HPE Business Process Monitor (BPM)
- HPE Real-User Monitoring (RUM)
- HPE Diagnostics

Services

- HPE Premier Support

High-level overview

Using HPE, Boeing realized the following benefits:

- Enable Commercial Aviation Services to effectively monitor more than 250 applications
- Detect performance issues before customer feels impact
- Reduce IT staff involvement on incident calls from 15+ people to 2-4 people by sending right alerts to right people. Down to one or two relevant teams, instead of all teams on incident line (database, middleware, web, etc.)
- Speed mean time to repair (MTTR) from average 2 hours for issues reported by the customer to average 10 minutes for monitored components
- Increase application availability for Commercial Aviation group from 99.7% to more than 99.9%
- Mission-critical application availability from 99.4% to greater than 99.99%

Company

Boeing is the world's largest aerospace company.

Contact

Jordan Edris is Team Leader of Boeing's Commercial Aviation Services Application Performance Management (CAS APM) Monitoring Service.

Business goals

Boeing wanted a standardized, efficient way to monitor the availability and performance of engineering and customer-facing applications used by Boeing engineers, airline customers, and suppliers.

HPE Software products implemented

HPE Business Service Management (BSM); HPE SiteScope; HPE Service-Level Management (SLM); HPE Business Process

Monitor (BPM); HPE Real-User Monitoring (RUM); and HPE Diagnostics. Edris's team deployed the HPE solutions in phases:

1. CAS APM used HPE SiteScope, HPE BPM, and HPE SLM to gain baseline information about whether applications were up or down.
2. Next, it leveraged HPE RUM and HPE Diagnostics to pinpoint sources of failures for faster MTTR.
3. CAS APM found that certain mission-critical applications with dependencies on lower-ranked applications were allowed to be down longer. Therefore, it implemented HPE Runtime Service Model (RtSM) best practices for BSM to map dependencies and refine application ratings. CAS APM so successfully met executive targets for MTTR, availability, and uptime that Boeing was able to set more stringent targets for 2015.
4. Now, Boeing is integrating its monitoring tools with other HPE software including HPE Service Manager; HPE UCMDB; HPE Operations Manager; HPE Network Node Manager i; HPE Operations Manager i; and HPE Service Health Reporter—for enterprise-wide integration.

HPE Partner

J9 Technologies is a certified HPE Software Specialist Partner specializing in Business Service Management and Application Performance Lifecycle management. Boeing relies on J9 for staff augmentation, especially when it needs to deploy many applications in a limited time.

HPE Software Services

Application performance visibility; faster MTTR; staff time savings; and issue resolution before customer impact.

Benefits

A key differentiator of Catapult is ESPN's advances and automate their application builds—creating IT efficiencies while improving developers' user experience.



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