

## ☐ CASE STUDY

# Fast-Scaling Appriss Uses LogicMonitor to Deliver State-of-the-Art Criminal Tracker and Victim Alert Technologies

## How Appriss Reduced IT OPEX by over \$250K

Because receiving advanced notifications about the release of prisoners or knowing their current whereabouts can be a matter of life and death, Appriss needed a cost-effective, easy-to-use and comprehensive monitoring platform. Travis Ackert, manager of infrastructure services, and his team must ensure that desktops, servers and networks in over 2000 jails nationwide are up and working. The team strives for 99.95% uptime. In 2013, Ackert took over management of Appriss's infrastructure services, managing the full network and all the customer-facing applications servers and databases.

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*– Travis Ackert,  
Manager of Infrastructure Services*

Appriss delivers online services that provide police, governmental agencies, insurance companies and healthcare providers with vital, real-time information collected nationwide. Appriss's first service – VINE (Victim Information Notification Everyday) – was developed after the 1993 murder of Mary Byron. Her boyfriend was being held in prison after a prior attack, but once released, he tracked Mary to her workplace and murdered her, sparking outrage among victim-rights organizations. VINE tracks the vast majority of incarcerated persons in the US prison system and offers notifications to crime victims and police if an inmate is released. Appriss's data is also used by law enforcement to locate wanted felons who may be serving time in jail on an unrelated charge.



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Ackert recognized substantial drawbacks to his existing monitoring solution, CA Spectrum. “It needed multiple resources to manage – for our load, at least two people if not a full team,” Ackert said. Not only did Spectrum devour man-hours, it was a burden on Appriss’s infrastructure. “A tenth of our servers were dedicated to just CA Spectrum.”

Ackert and his team began the search for a replacement, one that would deliver the crucial monitoring they needed without requiring excess management or infrastructure. Ideally the new tool would be easy and intuitive so the whole team could benefit from its data. And finally, on Ackert’s wish list was a cloud-based solution. Because the old monitoring solution was based on-site, if Appriss’s infrastructure suffered downtime, no alert or monitoring data would be available to speed the resolution of the issue.

## The LogicMonitor Solution

The Appriss team selected LogicMonitor because of its impressive ease-of-use and intuitive interface. “Even an intern can use it,” Ackert remarked. “When I got a new intern, the first thing I assigned him to was learning LogicMonitor. He was making a big contribution almost immediately.” Preconfigured alerts based on manufacturer best practices acted as the intern’s guide. More importantly, because of LogicMonitor’s ease-of-management and automation, Ackert was able to reduce the dedicated headcount assigned to managing the platform from two fulltime staff to less than a quarter. “It’s easy enough where even a manager like myself get in and tweak things.”

Appriss developers integrated notifications of server availability within the jails into Appriss’s software via the LogicMonitor API to alert on critical issues and set off escalation chains to resolve those issues fast. In addition, Appriss’s databases and website are updated with real-time info on which jails might not have current data due to the technical issues.

## LogicMonitor Support Works Through the Night to Save the Day

“The Customer Support at LogicMonitor has been stellar,” said Ackert. “I had to fix one issue and it was important to hit a deadline.” Using LogicMonitor’s “Chat with Engineer” function, Ackert chatted with LogicMonitor’s support engineers through the night, mobilized the required development resources on his side and fixed the problem. “LogicMonitor pulled out all the stops to work with me and to get it done, so that we could meet our deadline.”

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## ROI Analysis

LogicMonitor delivered significant savings over the prior solution from the get-go. When they were running CA Spectrum, a full 10% of Appriss's infrastructure was allocated to the monitoring solution. In contrast, LogicMonitor only requires a lightweight java collector running on a VM or server. Therefore, Appriss no longer needs to devote hardware to the monitoring solution, nor major headcount.

That saves the firm an estimated \$40,000 in hardware. Add in another \$150,000 saved each year in lessened manpower expenses, plus \$60,000 in license costs, and the savings are massive. "With the reduction in over a quarter of a million dollars in expenses associated with the previous CA solution, we've covered the LogicMonitor solution a couple of times over," said Ackert. Intuitive ease of use makes LogicMonitor a tool for all, not just the tech ops team, but also the team manager and senior management.

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LogicMonitor delivers information in a clear, comprehensible format to provide a summary snapshot of key performance indicators. "If there's a particular area of interest for my manager, I can whip up dashboard. He wanted to see cluster of servers running GlassFish, and now he can see CPU load of all nodes at once. He can even drill down to find out where problems are."

And the platform's integrated intelligence relieves Tech Ops team of the hassles of staying up-to-date on monitoring best practices and continually updating and adjusting the software. Instead, Ackert's team can concentrate on proactive planning and ensuring outstanding system performance, not on administering the monitoring software and responding to outages, as they used to "Because we can monitor everything so easily and the solution is so comprehensive," Ackert concludes, "we're far happier with LogicMonitor."

## SaaS-based performance monitoring for modern IT infrastructure