



Jet Set Go!

Exoprise Delivers Resilient Digital Experience Monitoring
& Microsoft 365 Visibility to Business Travel Giant





Founded in 2005 and headquartered in the Netherlands, BCD Travel is a global corporate travel management provider with offices in more than 100 countries. The company simplifies the complexity of business travel and drives savings for travel and procurement partners. Speaking of the IT department, the company has hundreds of employees worldwide with expertise in managing and supporting infrastructure in a mission-critical environment across North America, Europe, and Asia.



Business Challenges

- Increase visibility and fully monitor cloud-based Microsoft 365 services
- Reduce MTTR when troubleshooting Microsoft Teams performance issues
- Manage and run IT operations more efficiently with limited staff due to Covid
- Provide a robust end-user digital experience for remote workers

Exoprise CloudReady Synthetics Solution

- Proactive monitoring and diagnostic tool for Microsoft 365, AWS, and Azure applications
- Integration with Broadcom enterprise monitoring tool for automated notifications and alarms
- Contextual rich dashboards to track the performance of Microsoft Teams cross regions

Results



**100%
Visibility**

of Microsoft 365 and
Amazon Web Services cloud
health status during migration



**Significant
Increase**

in employee engagement
and productivity



**Cost
Savings**

and faster response time
through tool chaining



We onboarded Exoprise as our team saw an opportunity to increase our current cloud monitoring coverage. Current tools in the market have a gap for monitoring Microsoft 365 and SaaS app product lines.

James Sabassi, Lead Engineer, IT

Technical Challenges Addressed



End-User Digital Experience

Due to the pandemic, BCD Travel had to adjust its IT model to support a large number of employees remotely. As more employees chose to work from home, the operations team realized that Exoprise CloudReady was better suited to their dynamic environment.

Currently, the synthetics tool serves as the primary choice for monitoring on-demand SaaS performance from the end-user perspective.

When application slowdown or network connectivity issues occur with Microsoft Teams, CloudReady sensors capture baseline benchmarks and actionable user experience insights for immediate diagnosis.



Multiple Tools and Technologies

As a large organization with a global presence, BCD Travel uses numerous enterprise-scale tools and technologies such as Microsoft 365, Amazon Web Services, Broadcom Unified Infrastructure Management, Avanti, and Live Action to manage its digital corporate travel business.

The company wanted additional value and high efficiency through tool chaining. CloudReady integrates easily with most of the enterprise monitoring solutions available today through APIs and WebHooks.

By proactively capturing events with rich context through CloudReady, the negative impact to normal service operations was minimized – reducing costs, lowering MTTR, and increasing customer satisfaction for BCD Travel.



Monitoring Microsoft 365 Apps and Services

The messaging team at the Network Operations Center (NOC) is directly responsible for the overall health and performance of Microsoft 365 applications such as Teams, Outlook and Exchange.

The integration of Exoprise CloudReady into the company extended existing monitoring tools and generated higher returns.

The NOC engineering team was able to deploy synthetic monitoring sensors with CloudReady, which increases Microsoft 365 coverage and provides a complete picture of the existing infrastructure.

Why Exoprise?

BCD Travel had to adapt and maintain its IT infrastructure operations to meet the needs and requirements of a growing remote workforce.

The company wanted additional features to monitor Microsoft 365, Azure, Active Directory, Amazon Web Services, Teams, and other mission-critical SaaS services. Therefore, the NOC team at BCD Travel started evaluating Exoprise and various monitoring providers.

In the end, Exoprise was the clear winner in the management and monitoring of application services, endpoints, and networks -- outside the control of IT.

Improve Digital Experience Monitoring Capabilities

Exoprise delivered maximum benefits in the shortest time by proactive incident management for any slowdown or outages in the cloud. In addition, CloudReady synthetics reduced false positives through the process of elimination when it came to networks and ISPs.

The onboarding of the Exoprise platform was successfully carried out by the network operations team, which increased cloud monitoring coverage and provided instant visibility into the collaborative app performance of Microsoft Teams.

A Single Pane of Glass

NOC engineers at BCD Travel appreciated Exoprise as a monitoring tool to immediately detect the state of their SaaS and network operations and pinpoint problems when they occurred. The entire team wanted to be kept up-to-date with their environment via a console and display app performance data on custom dashboards. In addition, Exoprise combined this data with our other available intelligence and awareness tools.

On any given day, the sensor data from Microsoft Teams was sufficient to provide a single view into all known live issues, including Microsoft 365 outages. As a result, this increased end-user productivity and offered optimal use for Exoprise CloudReady.

Service Quality Enabler

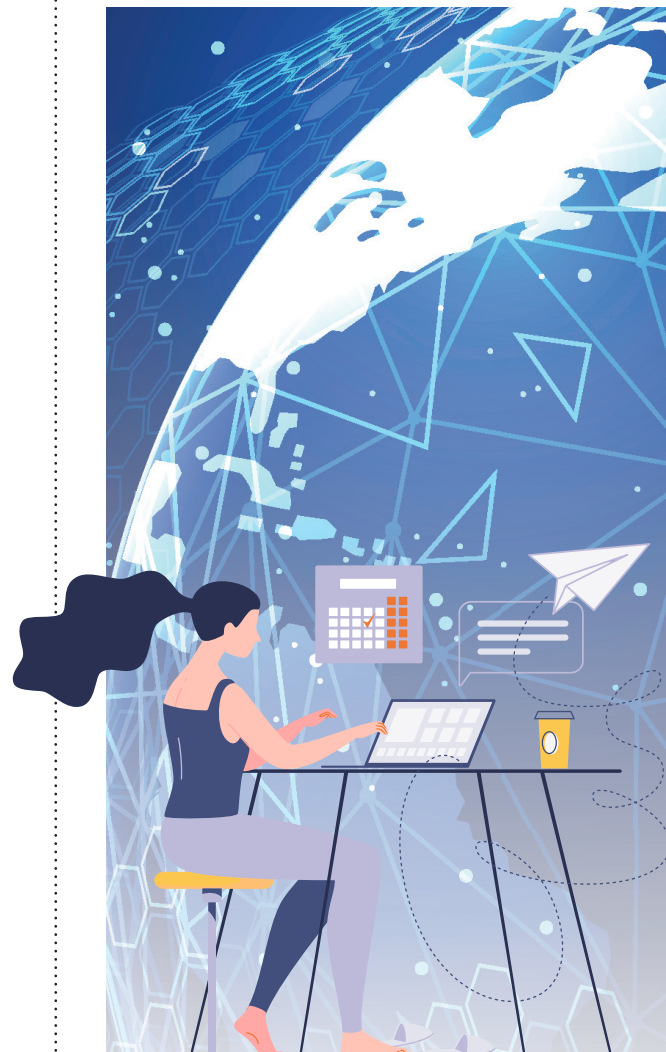
Prior to the deployment of Exoprise, the internal IT team of BCD Travel had several problems with service and performance degradation issues associated with Microsoft Teams application. Their immediate priority was to find out which user segment had poor experiences at which location and how to quickly resolve the problem.

After installing Exoprise, engineers recorded all critical alerts, notifications, and service disruptions affecting employees in multiple geographic regions. The benefits of using a synthetic transaction tool like Exoprise were immediately apparent and visible to the monitoring team.



Exoprise has bridged our ability to monitor cloud-based solutions since our migration to Microsoft 365 and Teams. Early on, we had several challenges around Skype and Teams, and we saw Exoprise as a great value in managing our end-user digital experience.

Kevin Santos, Senior Director of IT,
NOC, BCD Travel



Out-of-the-box Feature Set

The travel company sought a monitoring solution to address bandwidth issues with Microsoft Teams and Amazon Web Services. Because Exoprise offers out-of-the-box functional widgets and readily available bandwidth sensors, it made it easier for network engineers to understand the impact of an outage or issue on employee productivity and end-user experience.

In addition, the real-time Microsoft 365 service update feed and enhanced reporting capabilities in the Exoprise dashboard were critical to each person on the monitoring team.



A Fresh Start

As travel demand increases and more companies return to travel in the future, BCD Travel needs to support an optimal end-user experience and ensure greater customer satisfaction. To achieve this goal, synthetic and real user monitoring should continue in 2022 to support a hybrid and work-from-anywhere model. Proactive notifications and complete coverage for SaaS applications, services, endpoints, and networks – better together – should be the monitoring strategy to deal with unexpected turbulence.

Our Customers



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About Exoprise

Exoprise is the leader in Digital Experience Monitoring (DEM) for apps, services, and networks. Active and passive monitoring from every vantage point in one platform provides IT with complete visibility and boosts employee productivity. Find and fix problems fast, manage change, observe trends and improve operations for your entire business.