



PreEmptive Solutions Case Study

Runtime Intelligence Service™ & Dotfuscator® Professional

Customer

Independent Software Vendor (ISV)

Customer Size

6,300 Employees

Location

United States

Industry

Enterprise Software

Customer Profile

This US-based ISV produces enterprise IT Management products and services. Their annual revenue is \$870,000,000 USD supporting over 100,000 corporate clients.

Software & Services

- Runtime Intelligence Service
- Dotfuscator Professional Edition
- DashO for Java
- Microsoft Visual Studio 2010

This enterprise ISV needed a scalable, secure and comprehensive means to measure adoption, user experience and usage across dozens of IT management product lines. PreEmptive Analytics now provides their cross-product, cross-platform customer experience improvement program clarifying requirements, validating priorities and shortening mean-time-to-repair.

"We have been using PreEmptive Analytics to improve product usability and quality for many of our products running across .NET, Java, C and C++. This broad coverage allows us to build a consistent analytics view regardless of programming language or target runtime."

Director of Product Management

Business Needs

This ISV develops sophisticated IT management software. Insight into usage patterns, runtime environments, and user preferences are both essential and difficult to capture as the software primarily operates inside closed customer networks.

Solution

PreEmptive Analytics was first implemented inside one .NET-based product line where the following capabilities were verified:

- Transmission of runtime data without impacting performance or stability,
- Enforcement of opt-in policy, and
- Analytics able to generate actionable runtime intelligence for development, operations, and product owners.

With this evidence, PreEmptive Analytics was incorporated into dozens of product lines across development teams targeting both .NET and Java and developing in both managed and native languages.

Benefits

Timely access to adoption, feature usage, quality of service and user experience telemetry provides:

- Development teams with valuable insights into product priorities,
- Customer support with the information they need to shorten mean-time-to-repair, and
- Product owners with the runtime intelligence to measure business impact, validate value propositions, and justify development investments.