



## Case Study:

# Home Office Ministerial Department, UK

Based in London, Home Office is the lead government department in the United Kingdom for immigration and passports, drug policy, crime, fire, counter-terrorism, and police. Since 1782, the department has been tasked with keeping citizens safe and the country secure.



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– **Peter Young, Network Administrator**  
Home Office, UK



## Challenge

Prior to purchasing the Observer Platform, Home Office experienced a lack of visibility, lack of performance analytics, and problems isolating root cause between the network and applications.

## Customer Choice: Observer

Home Office chose the Observer Platform over competitors because of the packet capture and storage capabilities of the solution, reports Network Administrator, Peter Young.

"I have found the Observer Platform to be an invaluable tool in diagnosing both application and network issues," says Young. He is also likely to recommend the solution because of its "unparalleled set of features and usability."

## Use Case

Young and his team use the Observer Platform for incident resolution for nationwide systems and critical applications.

"The Expert Analysis [of Observer] is a proven tool for incident resolution and the reporting tool helps us to understand and plan for application impact on the network," says Young.

Home Office uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance
- Ongoing, proactive monitoring of network performance
- Deployment of new applications and services

## Results

Young reports that the IT team experiences faster troubleshooting, better visibility and awareness, and less finger-pointing from teams with the Observer Platform.

"Problems with a nationwide application were quickly resolved using Observer Expert and indisputable proof of the issue cause was sent to relevant applications," says Young. "The benefit is faster fault analysis."

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 25-49 percent.

*This case study of Home Office is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.*