



Neotechnik



bluecue

Challenge

IT consultancy bluecue and their customer Neotechnik were facing a very common problem: **incident and capacity data** were widely spread throughout different tool-sets so that an overview was very hard to get. Depending on the type of information required for any specific task entirely different tools had to be employed.

Additionally, traditional tools simply did not provide the answers to many questions. Key data like **application usage** or system responsiveness were missing or very hard to get.

The lack of qualified data and consistency in how to interact with it unnecessarily complicated day-to-day operations as well as long-term projects.

Solution

uberAgent provides deep insights into user behavior. Its application performance and user experience data is invaluable in remote desktop, VDI and traditional PC environments for proactive incident and capacity management.

Splunk, the platform uberAgent is built on, can capture, store and visualize data from any system in the data center. Its powerful search capabilities make it easy to spot correlations between independent systems, e.g. the effect of a slow database on application launch duration.

"uberAgent enables the IT department to provide a higher service quality and fulfill the internal SLAs."

— Nico Lüdemann, CEO, bluecue

Benefits

Nico Lüdemann explains why uberAgent was the perfect choice for Neotechnik: "uberAgent is easy to install and maintain. It provides deep-level insights and information on real-time data."

He goes on, "Neotechnik benefits from significantly improved user experience and enhanced productivity of the IT operations personnel."

Company Profile

Neotechnik is a provider of sales, distribution, spare parts and servicing for the German automotive industry. Since 1962 the company has been a distributor for Linde Material Handling, one of the world's leading manufacturers of forklift trucks and warehousing equipment. The Neotechnik subsidiary that handles the Linde business today employs more than 220 people in its Bielefeld headquarters and 85 service centres across the region.

bluecue consulting emerged from the former business division Systems & Services of acocon GmbH. bluecue applies more than 20 years of project expertise, serving the most discerning clients in the German-speaking countries.

Industry

Services

Region

Germany

Company Size

220 employees (Neotechnik)

Technology Environment

- Citrix XenApp 6.5
- Citrix XenDesktop 5.6
- Windows 7
- Windows Server 2008 R2



vast limits GmbH

We build enterprise-grade software.

Our CTO architected what is now Citrix Profile Management.

Our tools have been downloaded more than half a million times.

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