

# United Wholesale Mortgage

## Introduction

This case study of United Wholesale Mortgage is based on a November 2020 survey of Cisco AppDynamics customers by TechValidate, a 3rd-party research service.



“I have been working with AppDynamics for 4 years now and I love the value it provides, including visibility into our applications, improved MTTR, and the ability to optimize our users’ experience.”

“We have better end-to-end visibility into our applications and the third-party services they depend on.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Cisco AppDynamics:

- Reports that it is extremely important to achieve full-stack visibility across network and applications in their IT goals for the next 6-12 months.
- Faced the following challenges before implementing their AppDynamics and ThousandEyes solutions:
  - Lost revenue due to excessive downtime incidents
  - An inability to correlate application and network performance
  - IT silos / multiple owners not using the same “language”
  - A lack of visibility into multiple third-party networks and services
- Considered the following solutions before selecting AppDynamics or ThousandEyes solutions:
  - DynaTrace
  - Datadog
  - New Relic

## Use Case

The key features and functionalities of Cisco AppDynamics that the surveyed company uses:

- Uses Cisco AppDynamics & ThousandEyes.
- Has a hybrid cloud deployment environment.
- Uses AppDynamics and ThousandEyes together to:
  - Create a comprehensive view of their digital environment
  - Pinpoint issues tied to specific ISPs or specific failures
  - Monitor collaboration and productivity SaaS applications (e.g. Office 365, Microsoft Teams, Cisco Webex, Salesforce)
- Most valuable AppDynamic features to their organization:
  - Access to data from everywhere
  - Monitoring dashboards for complete visibility
  - Integrated actionable alerts and trigger events
- Deployed or migrated from their previous solution to AppDynamics in weeks.
- Rates AppDynamics on the following capabilities compared to similar solutions:
  - Ability to improve their customers’ experience: superior
  - Customer Support: superior
  - Price for value: best in class
  - Dashboard reporting: best in class
  - Alert & trigger accuracy: superior

## Results

The surveyed company achieved the following results with Cisco AppDynamics:

- Experienced the following benefits since deploying their AppDynamics & ThousandEyes solutions:
  - Saved costs due to fewer downtime incidents
  - Enhanced the customer experience for their digital site
  - Gained the ability to identify problems before they become problems
  - Accelerated Mean Time to Resolution (MTTR)
- Agrees that using AppDynamics and ThousandEyes together can create a flawless customer experience for their applications.
- Rates the following improvements since deploying AppDynamics:
  - Saved revenue: 10-24%
  - Reduced costs: 10-24%
  - Accelerated MTTR: 25-49%
  - Improved IT productivity: 10-24%

### Company Profile

Company:  
**United Wholesale Mortgage**

Company Size:  
**Large Enterprise**

Industry:  
**Financial Services**

### About Cisco AppDynamics

AppDynamics is an application performance monitoring solution that uses machine learning and artificial intelligence (AI) to provide real-time visibility and insight into IT environments.

#### Learn More:

[Cisco](#)

[Cisco AppDynamics](#)