TruePath Technologies

TRUEPATH OFFERS AXOSOFT CUSTOM SOLUTIONS
TO REAL-TIME MONITORING AND OPTIMIZATION

axosoft
SHIP SOFTWARE ONTIME™

Axosoft©, responsible for a premier suite of project management tools designed specifically with agile software development teams in mind, understands the importance of delivering software on time, every time. Because what's most important to Axosoft is offering their customers seamless and succinct methods to collaborate, create and deliver the best software possible. Committed to supporting over 100,000 software developers from more than 8000 teams across diverse industries such as NASA, Johnson & Johnson™, 3M and Microsoft®, Axosoft's intuitive technologies lends itself to an elevated level of service that their renowned customers have come to rely upon.

Our Mission

To provide Axosoft with a web-based, real-time solution that allows them to observe and analyze both their internal and geographically distributed systems around the clock for uninterrupted service and upscale performance.

Ultimately, what was most vital to Axosoft included:

- Network optimization – Improving service quality, significantly reducing downtime while substantially upgrading resolution metrics.
- A simple, yet powerful, interactive tool that is as easy to implement as it is to use.
- A completely customizable and scalable solution that is compatible across multiple platforms.
- A consistent, profitable and predictable ROI with minimal impact and decreased liability to their existing complex IT infrastructure.

Our Solution

TruePath Technologies assisted Axosoft in the execution of a completely scalable, non-invasive monitoring system that significantly improved their assessments, response time and customer satisfaction. Using our performance management solution allowed Axosoft to fully focus and completely align their business infrastructure with their critical business needs to outpace the competition.

> // With op5 Monitor features, not only can we implement monitoring and alerting, but we are able to use trend data and forecast growth as well. It has provided significant stability and insight into our IT operations. //
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> **Dustin Tatgenhorst, MCP, CCNA**
> *Director of IT, Axosoft*

The Results

Axosoft is now able to provide customers with the tools necessary to devise more accurate strategies in long-term planning using our efficient executive reporting tools. Their customers now have easily accessible graphs and charts crucial to gauging their network performance and service management. Using TruePath's solutions, Axosoft realized concrete results including:

- Immediate improvement in service level and productivity while achieving higher profit margins.
- Increased accessibility into network services without disruptions to client services.
- Active prevention of downtime or reduced service levels for their customers.
- Internal cost savings from program discounts.