

CASE STUDY

Innovation for the Future

Exoprise Enhances Microsoft 365 Visibility and Digital Experience Monitoring for Cutting-Edge Loudoun County, Virginia

BUSINESS CHALLENGES

- Loudoun County, VA faced **technical performance challenges** for a wide range of Microsoft 365 applications including OneDrive, Teams, SharePoint, and Exchange.
- **The county lacked visibility** into these applications while struggling with pinpointing issues and determining root causes.
- IT management sought to **proactively address potential problems** before they resulted in an influx of support tickets.
- **County employees experienced various network issues**, which created struggles to provide necessary governmental services in a high-growth technology corridor.
- Employees also worked from different departments and locations using various applications, further **complicating monitoring, and management processes**.
- **Early detection of SSL and security infrastructure certificate expiration**.



Loudoun County VIRGINIA

WHERE TRADITION MEETS INNOVATION

Loudoun County, Virginia, stands out for its scenic beauty and historical significance, as well as its booming technological advancements. Holding the distinction of being the third-most populous county in Virginia, it's known for being a crucial part of the Washington, D.C.–Arlington–Alexandria Metropolitan Area. Loudoun County is at the forefront of technological advancements, serving as the host for 70% of the world's internet traffic through the renowned Data Center Alley in Ashburn. Boasting a range of prestigious companies like Raytheon, Northrop Grumman, United Airlines, the county is a hub of innovation and progress.

SOLUTIONS

- Exoprise offered a powerful combination of **synthetic monitoring and Real User Monitoring (RUM)** in a “Better Together” solution which provided tools to stay ahead of application issues and diagnose common disruptions experienced by county employees.
- The **seamless integration of these two monitoring techniques** enabled quick issue identification and resolution.
- With Exoprise's fast and easy deployment process, Loudoun County experienced Return on Investment (ROI) within a few months of implementation.
- Exoprise's flexibility adapted to Loudoun's different **infrastructures** encompassing multiple departments, locations, and applications.
- Loudoun County successfully integrated with their existing **ServiceNow deployment** for seamless incident generation, further enhancing operational efficiency and facilitating proactive issue resolution.



RESULTS



Enhanced visibility into applications and networks



Improved proactive notifications of outages and pending security certificate renewals



Expanded monitoring of multiple locations from a single interface



Enabled resolution of repetitive issues experienced by users.

CHALLENGES MET

Technical challenges for the Loudoun County IT team revolved around ensuring visibility into applications and networks to effectively monitor and manage performance.

One key requirement was being able to proactively detect and notify IT support of SaaS and cloud outages to minimize downtime. Another requirement was the need to monitor multiple locations and applications from a single management interface for different apps in locations. Some locations only leveraged Microsoft 365 apps, while others were dependent on custom Oracle applications. Loudoun also required the ability to integrate, prioritize, and address frequent issues with performance problems. These disruptions required solutions that would assist in delivering a seamless user experience for every county worker.



We have gone from checking multiple places to try and piece together data on our Tier 1 applications, to checking one dashboard and having complete visibility. This has changed our IT workflow and allowed us to focus on business building projects instead of fighting fires.

Neal Shelton

WHY EXOPRISE

Exoprise's "Better Together" solutions focused on a combination of CloudReady synthetic monitoring for true proactive alerting, along with Service Watch Real User Monitoring (RUM) for complete coverage.

Loudoun County started by leveraging self-service deployment of the required Microsoft 365 sensors. This enabled Loudoun County to quickly obtain actionable data from their environment. By utilizing baseline benchmarks, Exoprise was able to provide key monitoring performance indicators and identify any fluctuations in real-time. This approach delivered valuable insights that were essential for IT staff to make informed decisions promptly.

The Exoprise customer success team conducted alarm and deployment reviews to assist with the county's varied environment. By fine-tuning alerts and thresholds to reflect specific needs of their system, Loudoun County could effectively monitor performance deviations and proactively address any issues. This approach from Exoprise achieved higher operational efficiency while minimizing downtime by addressing problems before they escalated.

Following initial deployment, Exoprise was integrated with ServiceNow, a key platform for support engagement. By utilizing ServiceNow's capabilities, Exoprise streamlined Loudoun County's support and monitoring processes into an integrated, unified platform.



Overall, Exoprise's strategic approach to deployment mapping, alarm tuning, and integration with ServiceNow enabled Loudoun County to overcome challenges effectively and optimize their monitoring capabilities.

By leveraging "Better Together" solutions from CloudReady synthetics and Service Watch RUM methodology, Exoprise aided Loudoun County IT staff to establish a durable foundation for monitoring their environment and ensuring smooth operations.

Having a solid monitoring foundation in place played a role in the successful expansion of Loudoun County's infrastructure within 16 months. The county facilitated the integration of additional applications, such as Oracle, to provide value to new application owners. The Exoprise Loudoun County deployment now includes new locations and a wider deployment of real user monitoring to ensure healthy digital experiences.