

Case Study



" Our support team cannot lose time to search for different logs, perhaps missing the most important one"

masc ag offers consulting services and provides software for different customer segments. **masc-ima**, the solution for big associations, is a multi-tier application with various components. It is offered to the customers running as a service at our site or it can be installed by the customer.

The challenge

As many components are involved in the solution, it is sometimes difficult for the support team to get fast to the information pinpointing to the problem. The logs are in different directories in various formats, often there are no or only proprietary tools to get to the log information.

The solution

XpoLog offers access to all logs to anybody with a Browser installed. The entry point is customized to make it easy to see the structure of the logs of the different systems; combined logs allow following events in time sequence. This allows specialists not only to look at the logs they are used to, but to get easily to the total picture.

The business benefits

XpoLog helps to raise support quality because the first line support gets fast and easily to the total picture. This allows getting help from the right people fast, saving time and avoiding unnecessary calls. Further, education of the support team can concentrate on the important technical facts and the big picture without losing time with log locations, log formats etc. This allows new people or less experienced people to be productive from the first day.

