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Applications

Jackson Hewitt chooses BlueStripe Software's FactFinder to manage application and transaction performance across all of 6,600 franchise locations.

Taija Sparkman • May. 09, 2012



[BlueStripe Software](#), provider of application transaction management solutions, recently announced that its FactFinder solution has been chosen by [Jackson Hewitt](#) to manage application and transaction performance across all of 6,600 franchise locations.

“We are pleased that Jackson Hewitt selected FactFinder to be a key component of their application and transaction monitoring,” said Vic Nyman, COO of BlueStripe Software.

FactFinder offers a comprehensive view of Jackson Hewitt’s IT infrastructure, including transactions, applications and servers, allowing the IT Operations team to pinpoint and resolve any transactional bottleneck issues effectively and efficiently as they occur. This helps the company meet Service Level Agreements and prevents end users from being impacted by potential system problems. Prior to FactFinder’s implementation, the IT Operations team manually identified servers and corresponding transactions and created multiple reports in efforts to find the root cause of a problem.

“We expect FactFinder to make a significant impact on our monitoring of

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