

Solving Customer-Facing Application Performance Issues with Teleran

The Challenge

This Fortune 100 Company, a leader in Six Sigma and TQM manufacturing, had developed a high volume, global customer-facing application. This highly visible Web-based system was responsible for booking a large percentage of their sales by their internal sales force, independent sales reps and customers. Outages and brownouts meant lost revenue, lower profits, and customer dissatisfaction.

This database-intensive application began to suffer intermittent but severe performance problems. The problems seemed to be related to the massive number of transactions, over 300 million, processed every day.

Unfortunately, the existing tools that the customer used to diagnose situations like this were not helpful. Either they summarized activity at too high a level, or they consumed too much database resource causing additional performance problems. Given the severity of the problem, the company needed to act fast.

The Solution

The company needed a solution that would be very lightweight, non-invasive, able to collect comprehensive and granular performance data at the millisecond level, and effectively analyze performance in real-time. Based on successful experiences with Teleran in their data warehouse environment, the company turned to Teleran's iSight monitoring and performance analytics solution for help. iSight met their critical requirements including:

- No performance degradation within the production environment
- Continuous monitoring and reporting, especially through the periods of high volume and problematic performance
- Fine-grained performance and usage data that captured and analyzed all of the individual transactions and their respective performance metrics.

The Teleran system was installed in hours, and was providing immediate analytic insight into the performance bottleneck. Together Teleran and the company's analysts quickly eliminated the database as the cause. Digging deeper into how the application servers interacted with the database, they discovered that as the query load increased, a key component of the

BENEFITS DELIVERED

Ensured ongoing performance and service levels of high volume, business-critical application

Prevented major system outage, saving company \$1.6M in lost revenues

Accelerated performance issue diagnosis and remediation

Provided visibility into complex system behavior and problem resolution

Prevented future outages with performance hot spot alerts and performance analytics

Identifies and alerts to suspicious user behavior for immediate action

application server could not scale up to respond quickly enough to meet the transactional demand. With this information, the company's systems engineers were able to quickly resolve the problem.

Key Benefits Delivered

The company estimated that Teleran's iSight solution reduced the time to resolution by two weeks. Between the staff cost of meeting, reporting, and repairing the issue, the lost revenue, the company estimated that iSight saved them approximately \$1.6M for this one occurrence. They needed a tool that could quickly identify the problem hot spots and guide immediate remediation and resolution. Teleran's solution is now fully integrated into the company's environment and is part of their reference architecture for new and legacy mission-critical applications.

With the total cost of a major outage easily growing to seven figures, Teleran's solution is a business-critical necessity. Teleran delivered the needed power, functionality and agility to meet the needs of a complex applications environment, providing concrete and actionable information to solve problems quickly and more importantly, to avoid them in the first place.

For more information on Teleran's Visibility and Performance Solution visit www.teleran.com or call +1.973.439.1820.

