

Leading Global Automobile Manufacturer selects Serviceberry to transform their Application Performance Management

Industry - Automotive

The end-to-end visibility of the complete inventory, saleable stocks, orders is key to running an automotive business of this magnitude. Since all of these are happening at different places and being accessed from multiple locations, the criticality of knowing the core applications performance in real time and ability to pre-empt performance degradations is of immense value in such an environment

The Environment

- Enterprise and Business applications used by distribution network and internal users
- Applications built on different technologies and performing different functions
- Environment monitored using infrastructure monitoring tools
- Different types of applications with different architectures
- Complex infrastructure hosting these applications.
- IT Services and Application maintenance being delivered through multiple vendors

Objectives

- Have enterprise data on business applications' performance
- Proactive availability and performance alerting system based on baselines.
- Centralize all EMS tools into a single dashboard.
- Provide first level triaging to identify the application or infrastructure causing the degradation

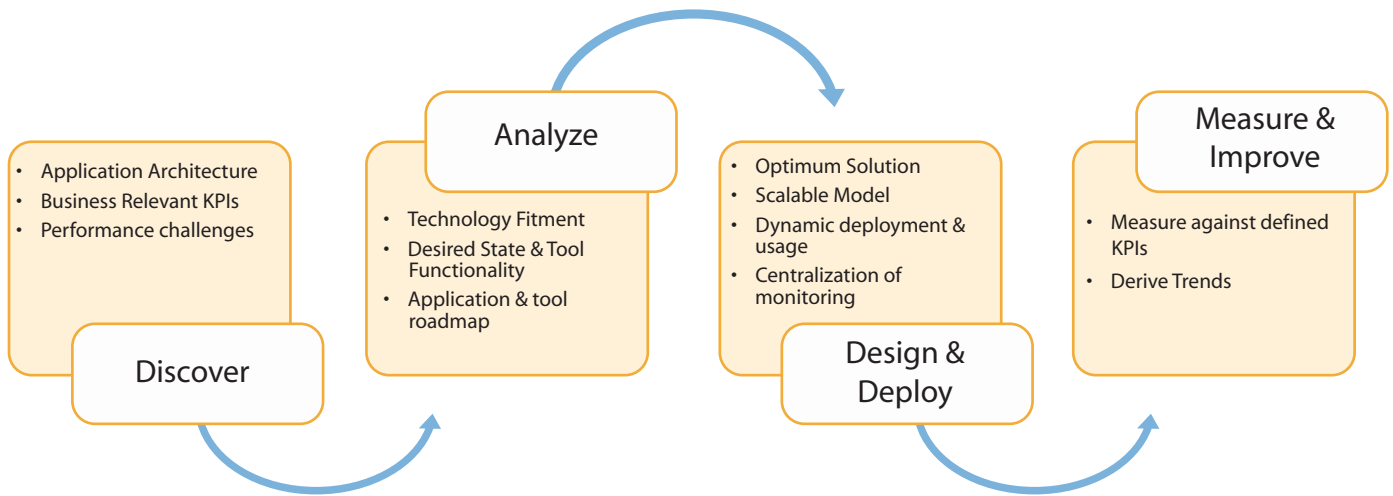
Challenges

- Current set of installed solutions redundant or not being used to full potential.
- Achieve tight integration between all the solutions.

Problem Statement

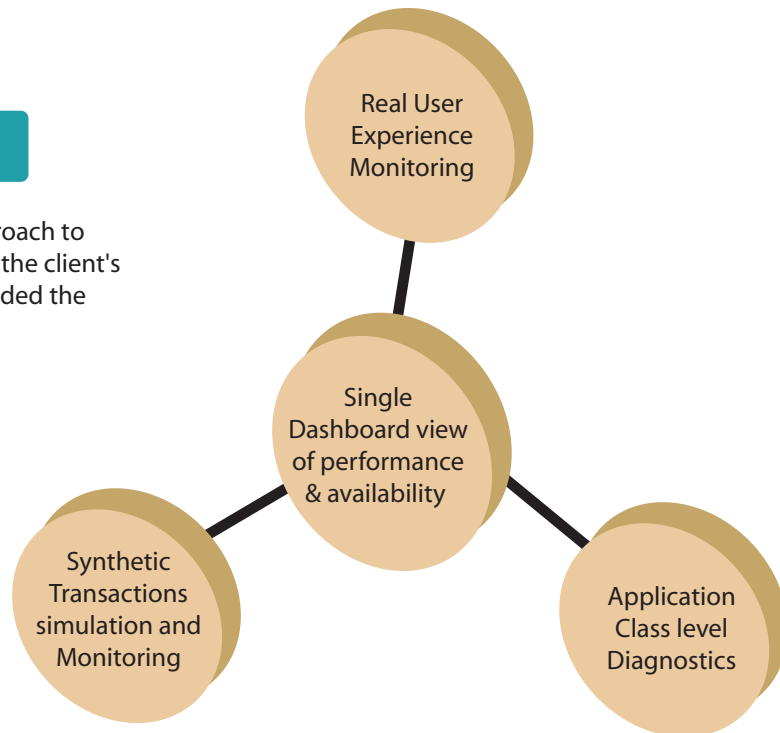
- Several mission & business critical applications used by internal teams and channel partners
- Application performance was impacted before any alert was sent to the application team
- It was difficult to co-relate infrastructure alerts with application performance
- Situations would rectify themselves before the application team could identify the problem area and keep recurring
- Web based applications would report page error etc with no clear identification of cause
- Different endusers reported different performance levels with no method to validate
- Business transactions were delayed or unsuccessful and no reason could be attributed
- Any application performance degradation reported by user resulted in huge exercise for all IT teams to identify the problem area
- Ownership of cause was passed around between IT teams in absence of clear indicators of the root cause
- All parameters of all components building any application couldn't be measured at desired frequency and correlated instantaneously to be able to provide end user experience data

Our Approach



Solution

Serviceberry offered a consultative approach to offer a comprehensive solution to meet the client's needs and objectives. Our solution included the following:



- BPM (Business Process Monitor) from HP to simulate and run synthetic business transactions to proactively check application availability and performance.
- RUM (Real User Monitor) from HP for real-time user experience monitoring.
- Diagnostics from HP to drill down deep into the three layers of an application - Web layer, Apps layer and the DB layer to identify the root cause of application sluggishness and application degradation.
- Consolidation of the above tools and of the events being generated by different tools.
- Integration of the existing Enterprise Management tools to consolidate and to send events to one single dashboard.
- Integrating with helpdesk for automated rule-based ticket generation.
- Process Analysis to finalize the right approach to service management and assess migration requirements.
- Continue the cycle of assessment, analysis and recommendations to the customer on improvements to be made on infrastructure and applications

The Results

- Executing synthetic transactions virtually eliminated the delay in detection of service degradation
- Simulating business critical transactions enabled better performance and availability for end user
- Monitoring real transactions provided live data to analyse performance
- Monitoring real and simulated transactions identified common and individual problem areas
- Complete user session logs provided errors encountered based on application traversal
- Detailed analysis of configured webpages provided insight into loading, updation and execution delays
- Application level monitoring enabled quick identification of the problem upto the class, method, query levels for quick bug-fixing
- Complete view of Applications' availability and performance in real time as well as for any period

Availability Dashboard



Performance Dashboard



The Impact

- Module level problems identified and rectified across multiple business transactions
 - Resulted in reducing transaction time for some key transactions by over 60%
- Significantly reduced the no of server restarts due to application response issues
 - Instead of the server now the specific process or JVMs are restarted if at all required
- User behaviors identified for performance issues resulted in application access restriction
- Serviceberry identified bottlenecks and helped remove 20+ problems within the 1st 6 months of operations in one of the global customer's application environment

Value from Serviceberry

- Consulting approach - technology independent advice focusing on client goals and desired outcomes. Ability to assess customer requirements in-depth as well as to define solutions.
- End-to-end life-cycle engagement - includes product supply, implementation and sustenance.
- Single source of expertise and delivery - requirement assessment & analysis, process and solution design, implementation of tools, customization to meet business needs, integration to helpdesk and sustenance of all tools to ensure operational efficiencies.
- High level of domain knowledge in application fault and performance monitoring
- ITIL domain expertise with certified and experienced professionals
- Capability to develop customized dashboards & reports.