



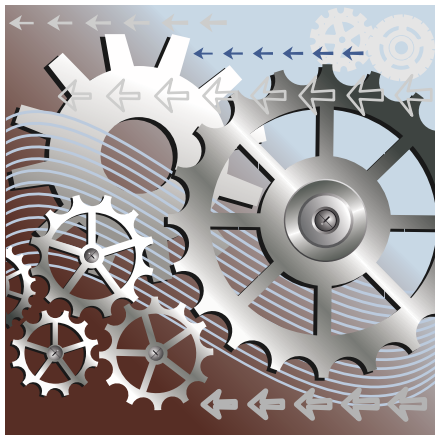
fortune 100 company Solves Customer Facing Application Performance issues with teleran

the COMPANY

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.

the CHALLENGE

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.



the teleran 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 able to 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 analysis solution for help. iSight met their critical requirements:

- It would not negatively impact performance within the production environment.
- It provided continuous monitoring and reporting, especially through the periods of problematic performance.
- It delivered performance and usage data that was sufficiently fine grained to be able to see all of the individual transactions and their respective metrics.

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

the teleran BENEFIT

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. 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.

SUMMARY

The cost of application downtime is measured in tens of thousands of dollars per hour for mission-critical applications. This measure takes into account lost productivity, lost revenue, and customer dissatisfaction among other things. Today, application owners and their support teams need tools that can provide visibility into the complex behavior of their systems to detect and avoid the conditions that adversely affect performance and cause outages. They need tools that can guide them to the problem hot spots for immediate remediation and resolution.

With the total cost of a major outage easily growing to six or seven figures and the fallout causing a, "you bet your job" event, these tools are not a luxury; they are a necessity. The Teleran Application Management Solution is uniquely positioned to provide the needed power, functionality and agility to meet the needs of the most complex applications environment, providing concrete and actionable information to solve problems quickly and more importantly, to avoid them in the first place.