

## Client

e-Commerce Framework Developer and Implementation Service Provider

## Challenge

The Client was involved in a large customized implementation of their e-Commerce framework. This implementation involved an iterative rollout of storefronts as they were migrated from the legacy system. Mid-way through the implementation, severe performance problems began to emerge on the production system, largely relating to the SQL Server database. These problems were leading to system outages, a completely unacceptable situation for an e-Commerce business. The Client was frustrated in their attempts to resolve these problems, largely due to a lack of performance troubleshooting and tuning expertise.

## Solution

The Client engaged Luxoft, who provided a Performance Consultant with applicable technical experience. The Performance Consultant worked with the Client to gather additional information from the system. The Performance Consultant then developed analysis tools that helped to identify the activity that was causing the problems. Armed with this information, the Client was able to resolve the immediate problem.

The Performance Consultant continued to work with the Client to implement ongoing monitoring that would help to identify and diagnose future problems. He also advised the Client on configuration changes that would help tune the system to ensure better performance. Finally, he advised the Client on appropriate Performance Testing practices that would help to find and resolve these issues prior to release to the production system.

## Benefits

- The Client's immediate problems were resolved
- The Client gained a better understanding of their system
- A path to avoid reoccurrence was identified

## Project Facts:

- **Technologies**
  - Java
  - JRockit
  - Tomcat
  - Hibernate
  - JDBC
  - SQL Server
  - Windows
- **Team size**
  - 1 Performance Consultant
- **Duration**
  - 1 month