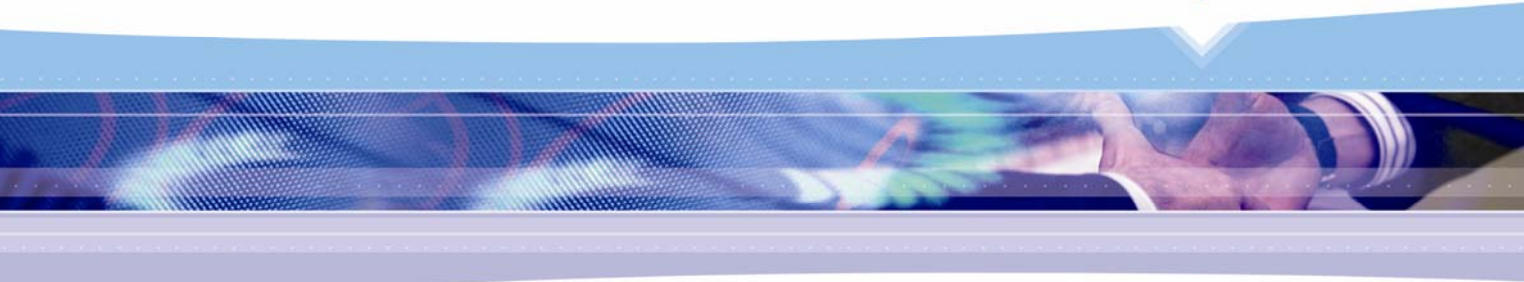


Global End-User Performance Monitoring



Client

World leading diversified resource company

Challenge

The client has dozens of offices located around the globe. IT infrastructure, including key services such as e-mail and custom applications, for these offices is centralized in 5 regional data centers. Many of these centralized services are delivered via Citrix/Microsoft Terminal Services. A vast WAN (Wide Area Network) connects these disparate offices to the data centers and to each other.

After receiving specific complaints from one office, members of the client's IT team began investigating a specific performance problem. These investigations lead to the identification of a serious connectivity issue between two particular locations. At the same time, the IT team began to receive other complaints of performance issues for various services from various locations.

Investigating and resolving performance issues was hindered by several factors. First, the IT team did not have experience with monitoring performance in an automated fashion. Second, most all services including WAN management, custom application development, and data center management, have been outsourced to a collection of vendors. Since some of these problems amounted to violation of SLAs (Service Level Agreements), the various vendors were quick to pass responsibility.

The need for an independent third party assessment and the need for specific expertise were the drivers for outsourcing this work to Luxoft.

Project Facts:

- **Technologies**
 - Citrix
 - Microsoft Windows
 - Documentum
 - Tevron CitraTest

- **User profile**
Company employees in geographically dispersed offices

- **System Geography**
Worldwide

- **Team size**
1 Performance Consultant
1 Performance Analyst

- **Duration**
3 months

Solution

The solution was a Luxoft Monitoring and Troubleshooting Performance Service.

A Luxoft Performance Consultant lead planning meetings with the customer to understand the environment, systems, technologies, and goals of the project. Clear performance metrics along with acceptable thresholds were defined. Requirements for effective reports and useful notifications were defined. Appropriate tools and technologies were identified. And from this, a detailed plan and design for the monitoring system was created.

The Luxoft Performance Analyst then:

- Developed test scripts using Tevron Citra Test, covering all key services
- Developed reporting and notification systems for the client's IT team
- Installed and configured the monitoring system on nodes throughout the WAN
- Initiated monitoring of key systems and services according to requirements

This monitoring system was then used to gather data over a period of one month. The monitoring system identified and quantified several performance problems relating to networks, applications, and server hardware. The Luxoft team worked with the client's IT team to isolate the source of these problems to specific components. This allowed the client to approach the appropriate outsourcing vendor with clear, accurate, and irrefutable evidence of the problem.

Benefits

- Several long standing problems were resolved using the complete, targeted information
- Several new problems were identified, raised with the appropriate outsourcing vendor, and resolved
- The client can now explicitly monitor the complex network and enforce SLAs with outsourcing vendors
- The amount of time and resources required to troubleshoot problems has been dramatically reduced