

Using VERITAS i³, BT Openworld is now able to detect, find, focus on, resolve, and verify application performance problems before they even affect service levels. BT Openworld estimates it has saved \$1 million annually on patch releases and short-term fixes.

THE SUCCESS

BT Openworld, one of the U.K.'s leading Internet service providers, struggled for months with a persistent performance problem — and then resolved it in a day with the VERITAS i³ application performance management (APM) solution.

BT Openworld implemented VERITAS i³ straight out of the box into its live production environment. One hour later, VERITAS i³ comprehensively outlined the components of the eHub systems and pointed to the individual component responsible for the underperforming response time. Literally overnight, the root cause of the performance shortcoming was identified and resolved. Customer ordering and provisioning times accelerated, efficiency increased, and customer satisfaction was enhanced.

Using VERITAS i³ BT Openworld now detects and resolves application performance problems before they affect service levels. VERITAS i³ simplifies the complex process of finding and fixing performance problems by tracking key performance indicators

specific to the application environment. BT Openworld's IT team then uses these metrics to fine-tune the application, resulting in faster transactions and response times. The result is an application infrastructure that runs at peak efficiency. VERITAS i³ also frees the team to focus on implementing custom application functionality, rather than sustaining an inadequately configured infrastructure.

“VERITAS i³ brings a range of benefits to BT Openworld,” says Neal Kelshaw, Capacity and Performance Manager at BT Openworld. “By reducing the time devoted to eHub performance issues, we estimate that BT Openworld has saved \$1 million annually on patch releases and short-term fixes. Secondly, VERITAS i³ allows us to tune the system according to the volume of anticipated orders and determine the impact on the architecture. We can then take steps to proactively prioritize the replacement or upgrade of components ahead of any failure. Thirdly, VERITAS i³ speeds up the customer experience

and helps ensure they remain loyal to the BT Openworld brand. Fourthly, it gives us a powerful, accurate record of events, which is used to validate problems directly with external suppliers.”

THE SITUATION

Two years ago, BT Retail Internet Operations developed a new, state-of-the-art portal on behalf of BT Openworld to extend the ISP's performance, availability, and quality of customer experience. This portal was based on a distributed J2EE eHub spanning multiple Sun UNIX servers, with connection to a remote node for disaster recovery purposes.

“We provided very clear architecture design specifications to the integrators responsible for the development of this packaged solution,” says Kelshaw. “Because of this, we knew exactly what each customer order process looked like and how it was provisioned, but knew less about the component sub-services and how they interacted.”

After a while, the team determined that the system was performing sub-

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—Neal Kelshaw, Capacity and Performance Manager, BT Openworld

optimally, with customer orders often failing to adhere to the agreed-upon service delivery schedule. “There was concern that this would jeopardize customer satisfaction and revenues,” Kelshaw explains. Over a period of six months, developers introduced more than 60 patches in an effort to overcome the performance issue — to no effect.

Using a Mercury Topaz transaction monitoring solution, the team identified a performance bottleneck with the back-end customer registration process. A recent technology refresh proved that the architecture was sized correctly — the gap in the team’s knowledge lay with component monitoring.

THE SOLUTION

Following a stringent review of the leading application performance management providers, BT Openworld turned to VERITAS software. “VERITAS i³ met 100 percent of the requirements in the RFI document,” Kelshaw says. “Previous successful experience with the software on another project, the

software’s ease of use, and its seamless integration with our eHub architecture made it the ideal choice.”

“On the first day of its full use, following six months of exasperation, VERITAS i³ identified the exact cause of the problem,” says Kelshaw. “VERITAS i³ pinpointed an Oracle performance problem on the customer database — specifically the Tuxedo links that connect with the remote database — that was impacting eHub resilience and causing the order queues to fail. Thanks to VERITAS i³ we fixed it immediately.”

With VERITAS i³ continually monitoring application performance, BT Openworld is not likely to face serious performance problems in the future. By providing the team with comprehensive information on every aspect of performance, VERITAS i³ enables BT Openworld to identify minor issues and resolve them before they turn into noticeable problems.



BT Openworld

BT Openworld is one of the U.K.’s leading Internet service providers.

Business Goals

- Identify and resolve critical performance bottlenecks
- Ensure ongoing quality of customer experience
- Improve monitoring for proactive performance management

Environment

- Sun UNIX servers
- Customer portal based on a distributed J2EE “eHub”

VERITAS Solution

- VERITAS i³™

Business Benefits

- Saves \$1 million annually on eHub performance issues
- Proactively prioritizes replacement or upgrade of components
- Speeds and improves the customer experience

