iTRINEGY APPQOS

CASE STUDY

International Personal Finance

iTrinegy AppQoS APM delivers significant savings for IPF -Resolves application performance issues and negates need for WAN Optimization deployment

Introduction

International Personal Finance plc (IPF) is a leading international home credit business with more than 200 branches throughout Europe and Mexico serving 2.4 million customers. It operates using the well-respected "Provident" brand in Poland, the Czech Republic, Slovakia, Hungary, Mexico, Romania, Lithuania and Bulgaria. With more than 6,330 employees and 28,500 agents accessing IPF's applications and data, guaranteeing the access of these business applications is paramount.

Server Migration

The company is currently embarked on a program to centralize approximately 160 distributed servers into Fujitsu's virtualizsed datacentre in the UK. One of the key requirements of this project is to ensure the performance of a key web-based business application, known as 'Focus', continues to be acceptable to the user community when accessed across the WAN. IPF needed a technology that would help them monitor and measure this performance and iTrinegy's AppQoS Application Performance Management solution was selected to provide this capability.

WAN Optimization Not Required

IPF had assumed that to meet their objective they would need to deploy wan

AppQoS was very easy to get going and helped IPF eliminate the causes of slow access times.

accelerator technology. However, by using AppQoS they were able to optimize the network to achieve good performance without going down the WAN acceleration path. As a result, this significant cost could be eliminated from the migration programme.

Slow Access Times Eliminated

AppQoS also allowed IPF to collect data on different transaction types and it quickly identified that, in some instances, the login transaction times were in excess of 30 seconds.

Clive Young, a network architect at IPF stated, *"AppQoS was very easy to get going and I immediately started by measuring all of our web page response times. In the Czech Republic, we identified a 750K xml file was being loaded to every client PC at start-up and this*

took an average of 7.5s to serve." This file was later identified as a "Product Catalogue" being pre-loaded as part of the Focus application start up process. Worse still, it was identified that the equivalent file for the Polish market was already 2.5MB and growing! Clive continues, *"I realised that we needed to do something different and wan acceleration was essentially an expensive 'sticking plaster' for us. Discussions with our Focus application support partner have led to a re-write of the application code to minimise the size of the product catalogue downloaded at start-up. Success! The code was re-gigged and now Focus boots up quickly, even over a backup VPN network."*

Traffic Profiling & QoS Prioritization

IPF has now incorporated AppQoS monitoring into many areas of their IT, for example, it is being used in Poland to better understand application traffic profiles. In the UK datacentre, AppQoS identified that there were some large file transfers taking place in the middle of the day (ftp servers, high volumes of SQL traffic, Citrix remote desktop shares etc.). Deploying AppQoS has enabled IPF to sift through the network to assist with the deployment of Quality of Service prioritization and tighten up many aspects of their firewall and security policies - essential when dealing with financial applications.

Clive said *"We use SNMP and Cisco's IP SLA (Internet Protocol-Service Level Agreement) as these are useful tools for general monitoring of the branch offices. But now with AppQoS we can go the extra mile in understanding problems and fixing them"*.

Significant Savings

In conclusion, with AppQoS IPF has a tool that not only gave them the answers they initially needed but continues to benefit the company. Clive concludes, *"A real bonus for IPF is that a WAN acceleration solution with significant initial implementation costs and associated on-going*

AppQoS appliances are available in small "book-form" and rack-mount formats

managed service costs to support it is not going to be required. AppQoS helped us show that we didn't need this technology to ensure the performance of Focus and the company has saved significant money in the process!"*