

BE FREE

CASE STUDY

BE FREE OF SOFTWARE

Fine Tuning a Key Business Application

How BestIT helped jumpstart the performance of a core banking application

Briefing

A global leader in financial services was experiencing problems running batch applications. Financial reporting was delayed at the company and users were not satisfied with the service. BestIT identified the problem, implemented the solutions and doubled the application outputs.

TALK WITH OUR EXPERTS [1.877.222.8615](tel:18772228615)

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Fine Tuning a Key Business Application

Client

Global Leader in Financial Services

Industry

Financial Services — Mortgage Lending

Challenge

While a new hardware and database infrastructure paved the way for new growth, the customer started to experience problems with batch applications during spring 2012.

Services Provided

- Architecture Assessment & Design
- Rapid Proof of Concept
- Requirements Gathering
- Business Analysis
- Custom Development
- Integrated Testing
- Transition & Support

Introduction

In today's fast paced business environment, the steady and predictable performance of a software application is considered a minimum requirement. External and internal users are so used to dependable applications and results that failing to deliver a report on time or a result creates strong negative perceptions.

In the banking and financial services industry, the availability of financial reporting data is highly visible to the leadership and critical to managing the performance, the risks and the health of the business.

BestIT has worked very closely with a major banking, financial services and insurance (BFSI) client to help them deliver several key technology projects in two years. The customer is a leader in its own industry, with a famous brand name and a history of success, performance and innovation.

These projects described in this case study demonstrates the high value created out of a collaborative effort between BestIT and the client's organization.

The Problem

While a new hardware and database infrastructure paved the way for volume growth, the customer started to experience problems with batch applications during spring 2012. The batch system processes the data collected online throughout the day, feeds several systems, the business intelligence and reporting applications.

The batch cycle is a complex series of more than 200 jobs requiring significant manual intervention throughout the day.

The batch system had begun to miss several Service Level Agreements (SLAs) each day. Financial reporting, the lifeblood of the company, was being delayed and corporate users were expressing dissatisfaction.

The customer had anticipated problems with the volume / growth, and had already started development of a new batch system. This new system, however, would not be ready for months. The existing batch system needed badly to be tuned in order to resume performance and bridge the gap until the new system is ready.

Benefits

- Major efficiency gains
- Optimized database performance
- Reduced database size

The Solution

In the summer of 2012, the customer asked BestIT to lead an effort to extend the life and tune-up the existing batch system. BestIT deployed a team of customer personnel and started to analyze problems. The team identified the key areas of focus and prioritized their efforts across three major efforts:

1. Data Archival/Purging: The system had been in production for over four years, yet no actual data archival strategy had been deployed. Records entered in the system were retained forever. The top tables (averaging over 100 million records each) were identified, and an individual archival strategy was developed for each, accordingly. The archival triggered a reduction in size of the databases, which in turn dramatically improved the performance of the batch system.

2. Database Tuning: With the increased data volume, the existing database environment needed to be revisited. Long-running jobs were examined, oracle tuning enhancements were recommended and additional indexes were implemented to optimize the database performance.

3. Application Tuning: While many of the more than 200 jobs in the batch cycle ran in just a few seconds, several of the jobs could take over an hour to execute. Each of these long-running jobs was examined, and coding improvements were created to shorten the execution time and increase the batch capacity.

A critical factor to making the required improvements to the batch system was speed. Changes were typically deployed within one week of problem identification. This included analysis, coding, testing, production acceptance and production deployment.

Many times during the effort, production changes were deployed twice a week instead of only using a weekly maintenance window, to accelerate the pace of optimization. Despite this high intensity effort, no deployment problems ever impacted the production environment.

The Results

The effort paid off. In just 12 weeks, the output of the batch system has more than doubled. No SLAs were missed in the first year after the solutions were in place. Perhaps most importantly, the customer has now the batch capacity it needs until the replacement system can be deployed.

Conclusion

Whatever your challenges to implementing IT projects, BestIT can provide technical leadership, technical talent, and focus to help you attain your company's goals. We can tailor our solution offerings to help you optimize your IT and grow your business.



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