Fortune 100 Financial Services Company Drives Millions in New Revenue with RTView®

EXECUTIVE SUMMARY

A $10M trade that could not be processed? Countless finger-pointing to try and assess blame? Limited visibility into the real cause of the problem? In the extremely competitive Financial Services industry, the ability to flawlessly process transactions is critical. Delays in financial trading transactions caused by application performance users can, and did, result in tens of millions of dollars in lost revenue for this Fortune 100 Financial Services Company (FSC). In an industry where speed is the differentiator, there is no tolerance for sluggish applications.

Highest-level view provides real-time, role-based, multi-tier visibility across hundreds of custom applications for this Fortune 100 financial institution.
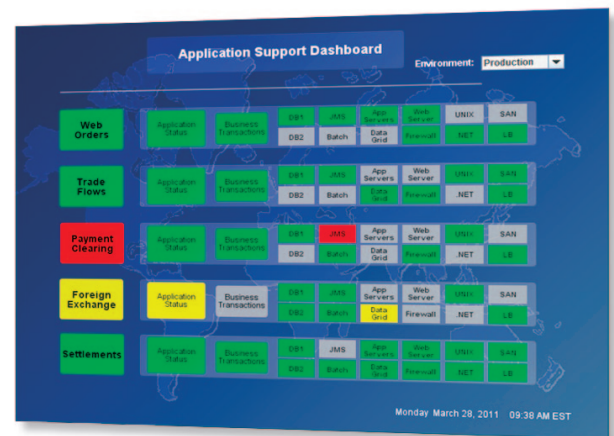
With a new initiative to resolve service-impacting application performance issues in 15 minutes or less, operations teams at this FSC could not waste time looking for the problem. They needed that time to resolve it. They needed immediate visibility into what was causing the problem. That's when they turned to SL's RTView® Enterprise Monitor. Using RTView, the FSC is able to identify revenue-impacting application performance problems, quickly detect the root cause of the issue, and fix it within 15 minutes. The FSC is using the in-depth dashboard views provided by RTView to monitor every layer in their IT landscape – irrespective of the business unit – and proactively detect problems, thus solving issues faster, all with RTView.

Though the FSC had acquired numerous monitoring tools and solutions over the years, they were not able to deliver the results. Each of the tools was only providing silos of information or alerts which were not sufficient to act upon fast so as to minimize downtime. In this scenario, given the high availability requirement of the financial industry, RTView provided the solution that no other vendor had been able to provide, all in less than 90 days.
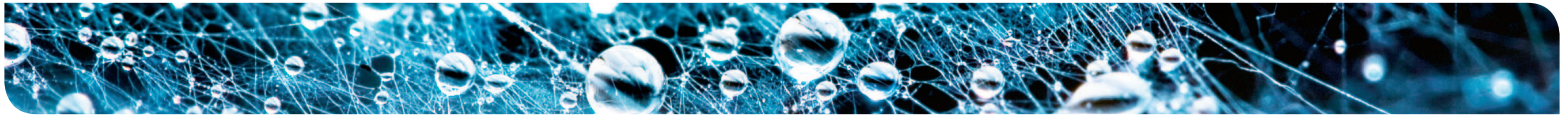
RTView is a non-invasive solution that worked well with their existing performance monitoring tools at the FSC. This meant that the business users and the technical users could have a 360° view of the applications and the underlying infrastructure with an ability to drill down and pin point the issue source.

COMPANY OVERVIEW / MISSION

The FSC provides management of banking and investment needs, ensuring American companies have access to trade finance. The FSC provides the financial resources, global network and cutting edge technology platforms to manage their trade business comprised of over 10,000 trades per day.

KEY BUSINESS BENEFITS

- Millions of dollars in new revenue
- Able to meet 15-minute SLAs
- Holistic views into the overall application health
- Streamlined diagnosis of root cause
- Fewer calls to the service desk
- Reduction of operations staff to maintain visibility

KEY TECHNICAL BENEFITS

- Aggregate data; quickly navigate to root cause
- Centralized and local monitoring solutions
- Access to all data, including existing monitoring metrics
- Inclusion of infrastructure and component metrics
- Ability to drill down to specific issue levels
- Easy to integrate future applications, components
- Proactively monitor application and system health

The supporting infrastructure includes tens of thousands of servers and hundreds of custom applications. In order to better serve clients, manage risks and adjust to market volatility, it is critical that the FSC has a reliable application portfolio to process transactions for their customers. These transactions dictate the revenue and customer satisfaction, and are the driving factor behind the success of the company.

INITIAL BUSINESS DRIVERS / REQUIREMENTS / PROBLEM OVERVIEW

The FSC over the years had acquired a large number of highly sophisticated applications to cater to their specific financial trading requirements. These applications were developed in-house by different groups for different processes such as fixed income, foreign exchange and credit branches.

These diverse applications are critical for the functioning of the organization, and rapidly evolved as the company experienced mergers, acquisitions, and organic application growth all within a short period of time. This growth led to a situation wherein the FSC had difficulty managing the diverse applications and the underlying infrastructure. It was becoming increasingly challenging to obtain a single cohesive view of the applications and any performance issues that impacted reliability. Performance problems and downtime resulted in millions of dollars per hour of downtime.

Keeping in mind the criticality of the applications, the FSC had deployed numerous monitoring tools such as HP, MQ, JMX, Netcool, BMC Patrol, Microsoft MOM, and others resulting in more than 20 monitoring silos. Even with all these different monitoring solutions, the overall visibility needed for complete understanding across applications was missing. Each group in the organization had limited access to the application health and performance metrics, making it very difficult to accurately identify problem sources in the case of any issues. Most of the time was consumed in identifying the problem, not fixing it.

TECHNICAL OVERVIEW / ARCHITECTURE / PRODUCTS

With a number of existing application and infrastructure monitoring tools deployed, the FSC was hesitant to introduce another tool. When they stumbled upon SL's RTView Enterprise Monitor, the sense was that this application and service-level system monitoring solution may be able to provide a holistic view of the performance metrics of the diverse data sources and applications present in their IT landscape. RTView was already successfully monitoring the TIBCO middleware environment at the FSC. After examining the
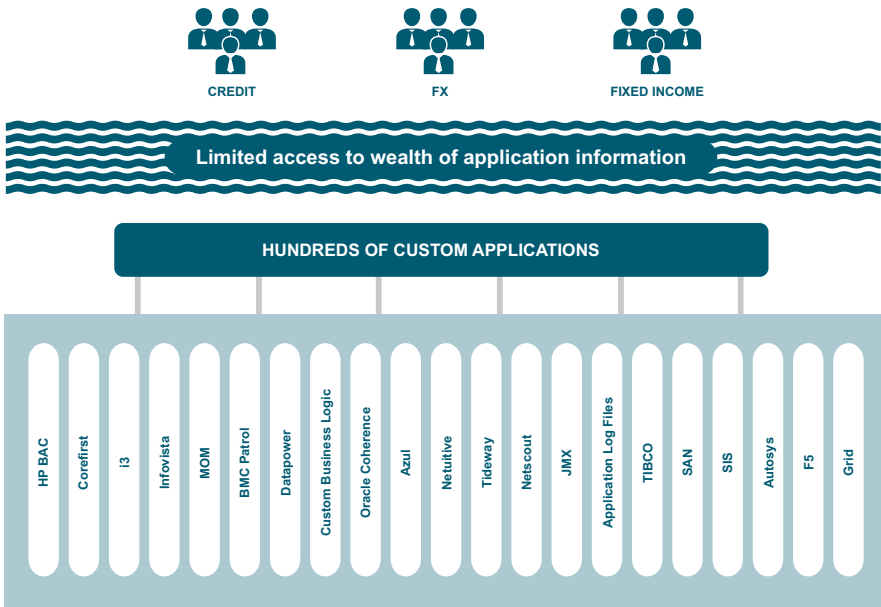

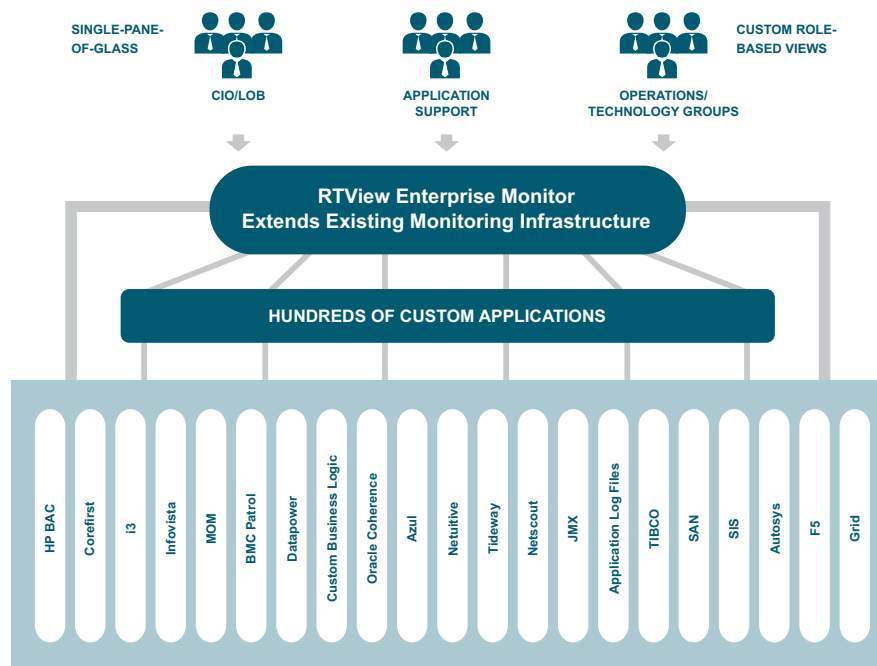*Diagram showing lack of visibility, despite having numerous monitoring tools deployed.*

product in more detail, the FSC understood that other components could be utilized to provide a holistic dashboard to production operations, application development, and internal business users.

After completing a pilot with a number of Application Performance Monitoring (APM) products, RTView Enterprise Monitor was selected. The competing products required a significant amount of maintenance and had a much higher total cost of ownership (TCO). From a technical perspective, the competitive products were also less dynamic, and did not produce the required visibility in to the existing management tools or the IT infrastructure.

After a quick, 90-day deployment, RTView was representing the metrics to the users (technical and business) through customized dashboards making it easy to monitor the heath of the applications. The users also were utilizing the drill-down features of RTView to identify the problem accurately and leverage all existing management silos already installed. Both real-time and historical data analysis were available to proactively maintain the health of the application landscape. Sophisticated rules and analytics engines were able to speed the root-cause determination and repair. Users were suddenly able to use RTView to become more proactive in their efforts to provide consistency within applications.

RTView works with all the major monitoring tools already in place, monitoring the network infrastructure, web servers, application servers, middleware and databases to provide a 360° view of the health of the application landscape. This information, when used along with the other application performance metrics, provides accurate prediction and faster issue resolution.

Diagram showing how RTView Enterprise Monitor provided the necessary centralized role-based views of application and service performance.

SINGLE-PANE-OF-GLASS

CUSTOM ROLE-BASED VIEWS

CIO/LOB   APPLICATION SUPPORT   OPERATIONS/ TECHNOLOGY GROUPS

RTView Enterprise Monitor Extends Existing Monitoring Infrastructure

HUNDREDS OF CUSTOM APPLICATIONS

HP BAC · Corefirst · i3 · Infovista · MOM · BMC Patrol · Datapower · Custom Business Logic · Oracle Coherence · Azul · Netuitive · Tideway · Netscout · JMX · Application Log Files · TIBCO · SAN · SIS · Autosys · F5 · Grid

RTView® Enterprise Monitor

SELECT RTVIEW CUSTOMERS

KEY BUSINESS BENEFITS

- Millions of dollars in new revenue resulting from transactions that were not lost to competitors

- New SLAs limiting application downtime to less than 15 minutes. These SLAs have been consistently met over the past five years that RTView has been in production

- Holistic views into the overall enterprise application health for continual service improvement

- Elimination of conference calls/meetings to try to determine the root cause of outages

- Fewer calls to the service desk, since business owners have a customized self-service view of their application health

- Reduction of operations staff to maintain the visibility of the solution due to the low total cost of ownership with RTView Enterprise Monitor

KEY TECHNICAL BENEFITS

- Ability to aggregate data and quickly navigate to find the root cause of the application problem

- Centralized and local monitoring solutions

- Access to all data including existing monitoring metrics

- Inclusion of infrastructure and software component metrics with end-to-end transaction information

- Ability to drill down to specific issue levels and accurately identify the problem, minimizing valuable time spent in problem identification

- Ease of integration of RTView with applications to be deployed in the future

- Ability to proactively monitor application and system health

CONCLUSION

By implementing SL Corporation's RTView Enterprise Monitor, the FSC gained access to a centralized application performance monitoring solution which provided to the users service-level views, as well as the ability to drill down to component level detail, proactively manage application health, and perform baseline comparison. This resulted in millions of dollars in new revenue for the FSC and a more efficient, lower-cost operations organization.

RTView clearly provided the answer to the critical needs of this financial giant by providing preventative care and useful real-time analytics so as to ensure that the critical business applications are meeting the performance metrics laid down by the business needs. It provided the users not only a high-level view of the issues hampering the applications performance but also the ability to perform rapid remedial steps so as to quickly address the root cause of the issues.