



# RTView - A Flashlight in a Dark Room

One of the largest personal lines insurer in the U.S.'s  
usage of RTView improved TIBCO EMS issue identification  
and reduced outages

# Company and Background

- One of the largest personal lines insurance companies in the United States
- Big TIBCO footprint: more than 5000 applications running on TIBCO
- Integration environment is mainly TIBCO EMS, TIBCO BusinessWorks, and Kafka. Moving to BW Container Edition for some use cases.

# Challenge

- TIBCO EMS is critical to operations and is the central point to all enterprise transactions. Message traffic of 150 billion messages/month
- If there is an issue with EMS, it causes a major impact on all parts of the business.
- Time to recover from a Severity 1 outage used was 3 days to get back up and running. Another month of cleaning up.
- Conservative cost of a Severity 1 outage to the business is \$4,000,000 including lost revenue

## The Day We Found Out We Can't See What's Going On!

- August 8<sup>th</sup> – 10<sup>th</sup> 2017, the Company experienced a Sev1 outage on several key customer facing applications
- During the event EMS queues backed up and overall EMS performance was impacted
- No true root cause was identified even after months of investigation from both internal and external resources
- Investigation was painstakingly manual and very speculative
- Unrelated impacts to EMS infrastructure experienced months later were inaccurately tied to this event

# Solution: The Day We Turned the Lights On!

- October 10<sup>th</sup> 2017, the Company licensed a version of RTView available to them through TIBCO
- With this limited license, they were able to view their most critical EMS servers
- Within days, they saw value in understanding how queues were being leveraged
- Significant network outages began to occur on Dec. 31,2017 that impacted EMS infrastructure
- These sporadic issues occurred over several months in 2018 - RTView provided staff with an immediate view of critical segments
- This information allowed the support teams to focus on where the actual issues were

# Results

- Reduced Severity 1 incidents due to performance and throughput issues from an average of 2 per year to 0 since implementing RTView
- Cost of a Severity 1 incident estimated by Company conservatively at \$4,000,000 US\$
- Reduced annual trouble tickets by over 90% from 30,000 to 400
- Improved MTTR (Mean time to Repair)
- Assuming a \$300,000 licensing cost for the software and \$60,000 for annual support, breakeven could be as low as 15 days



# The Future Continues to be Bright!

- October 11<sup>th</sup> 2018, the Company extended the limited RTView license from TIBCO and approved usage of RTView Enterprise Edition licensed from SL
- They now monitor all production EMS instances
- It is currently being leveraged for Apache Kafka as well

“RTView continues to be a beacon for our support staff to proactively identify issues before they are impactful”