



Success Story: Criminal-investigation and Counter-Intelligence agency improves User Response Time for critical systems by over 80%

Background

- Criminal-investigation and counter-intelligence agency based in Asia reporting back to the Government agency

Challenges/Needs

- Internal employees complained about slow access to the official Document Management System that was impacting their productivity, which had a direct impact to national security. Before using Uila, they tolerated the slow system.

Uila Solution

- Using Uila, the team was able to isolate the root-cause for the slowdown in access for their Document Management System. The team used the Application Dependency Mapping functionality to map out the topology of their entire environment, and then isolated the issue down to the infrastructure resource allocation challenge.



Uila Benefits

With Uila, the employees were able to improve the response time to the Document Management System by over 80%, thus maximizing employee productivity.