



Success Story: Government Judicial Branch Resolves Publishing System slowness

Background

- Judicial Branch of the Government that oversees all court systems in the country.

Challenges/Needs

- Frequent complaints on slow access to the Publishing System (which includes critical summon information, judgements, laws, etc.). This slow access led most users to experience "404 errors".
- These complaints caused multiple delays to the whole judiciary process. Even though users were tolerating it for a long time, it was leading to increased mistrust and disinterest.

Uila Solution

- Using Uila's Application Dependency Mapping, the IT team was able to map out the entire end-to-end service for the Publishing system.
- The IT team was able to narrow down the root-cause for the slow performance to the lack of compute resources on the servers for the Publishing system.
- Using Uila's resource right-sizing capabilities, they were able to get the guidance on the most investment-efficient reassignment of compute resources for their environment.

Uila Benefits

With Uila, the IT team was able to resolve their long pending issues with their publishing system. With this resolution, the customer complaints were instantly gone, thus making the entire court system more efficient and trust-worthy, of providing information when needed.