



Case Study: Local City Government's IT Department

Background

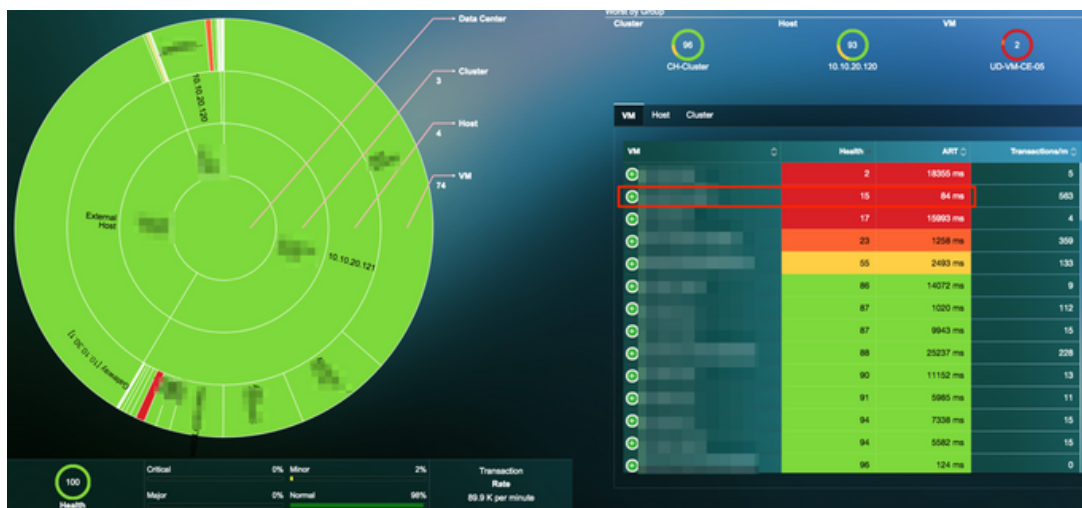
- Key servers include an ERP server which is accessed by users from their VDI environment.

Challenges

- Heavy slowdowns in accessing ERP systems. The IT team believed this to be a network related symptom, as they had only recently replaced some of their network switches. However digging into this, the user was unable to conclude that the network was the issue and users continued to experience slowdowns.

Uila Solution

- Uila discovered the ERP server to have a very low health score(15) within the dashboard. It was also red, indicating the application response time had strongly deviated from the baseline causing application slowdowns.



- The http service was discovered to have a very high application response time, close to 3 seconds.

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- The infrastructure (CPU, memory and storage) were all green indicating the infrastructure had nothing to do with the application slowdown.



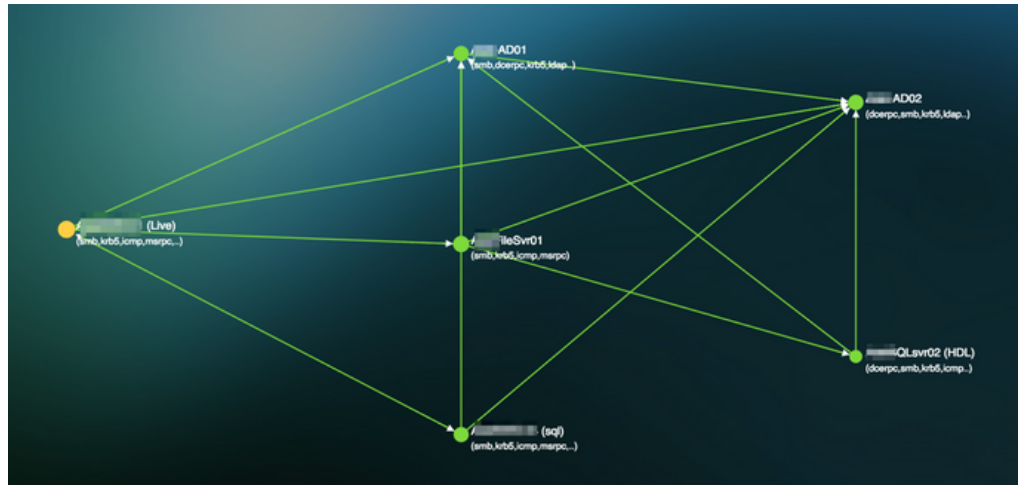
- The application slowdown was caused by due to heavy transactions taking place between 1 VDI client and the ERP server. As seen below, some transactions took approximately 4 seconds to process indicating.

Application Response Time	Client	Server	Service	Request	Reply	Time
41423	WC-04		http	50807-POST		04/02/2018 11:08 AM
35394	WC-04		http	50799-GET A	80-HTTP/1.1 302 Found ...	04/02/2018 11:09 AM
31412	WC-04		http	55668-POST	Object moved to	04/02/2018 11:14 AM
30469	WC-04		http	55662-POST		04/02/2018 11:09 AM
29885	WC-04		http	55662-POST	80-HTTP/1.1 200 OK [...]	04/02/2018 11:14 AM
29439	WC-04		http	55658-POST	80-HTTP/1.1 200 OK [...]	04/02/2018 11:15 AM
28348	WC-04		http	55665-POST	80-HTTP/1.1 302 Found ...	04/02/2018 11:15 AM
27804	WC-04		http	49187-GET A	Object moved to	04/02/2018 10:56 AM

- The application dependency map indicated that all the backend servers are functioning correctly. However, the ERP webserver is yellow indicating its experiencing issues.



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Results

The system administrator was able to identify the exact source of the problem using Uila pinpointing the problem to a certain VDI desktop transaction to the ERP server which caused problems for the other systems.