



## Success Story: Construction Equipment Dealer

### Background

- The organization is a leading dealer of construction equipment for electrical generation, industrial, temperature control, marine, and trucking applications.
- Their most critical application is their CRM software, through which they maintain customer relationships and pricing and records.

### Challenges

- Their end-users were complaining about CRM web service slowdowns.
- The IT administrators were unable to identify the root cause. They contacted the CRM vendor to help troubleshoot, and the CRM team said it was not the server issue and directed them to look at potential network issues.

### Uila Solution

Uila's Full-Stack correlated visibility provided the IT administrators the ability to drill down to detailed metrics for the CRM server. Uila was able to identify two major issues :

- Storage read latency on the vDisk level went up by 430 ms intermittently.
- The CRM server was dependent on a backend MSSQL server, and was experiencing high Application Response Times (close to 30 seconds for certain transactions).

### Uila Benefits

With Uila, the IT team was able to discover and solve the problems with the CRM server, which was the backbone of their environment.

- The customer was able to allocate adequate I/O resources to the CRM server VM. This reduced the high latency that was previously seen on the CRM vDisk.
- The IT team were able to provide the applications team with the exact queries causing high Application response times. The applications team were able to identify the problems with these queries and modify them in order to optimize their efficiency.