Uila

Success Story: Insurance Group solves Guidewire Application issue

Background

A group of insurance, reinsurance, and service companies that specializes in management of legacy and run-off insurance businesses and portfolios.

Challenges/Needs

- IT team received multiple complaints on performance of the primary application in use, Guidewire Insurance Platform.
- The team needed to find root cause fast to triage those complaints and stop finger pointing that currently happens within the different groups in the IT team. Daily war-room type of situations were wasting valuable hours for the team with no problem resolution.

Uila Solution

- With Uila's Service Grouping and Application Dependency Mapping capabilities, the IT team was able to map out the multi-tired Guidewire application and identify all the dependencies and pinpoint the performance bottleneck.
- Uila's root-cause analysis was able to pinpoint the issue back to Storage issues due to latency.

Uila Benefits

Uila was able to reduce complexity & maximize operational efficiencies across the team with unprecedented Full Stack insights in a single product.