



Success Story: Credit Union solves critical Check Scanning Service Outages

Background

US Based Credit Union serving consumers and businesses with over 17 locations.

Challenges/Needs

Bank employees were complaining about the check scanning service dropping connections after it was recently upgraded, impacting banking operations significantly.

Uila Solution

- With Uila, the IT team compared "SOAP" and "HTTP" Application Response Time before and after the upgrade and were able to confirm that the ART increased significantly after the server upgrade.
- Uila's Root-cause view ruled out infrastructure as the issue.
- With Uila, the IT team was able to compare the Application Dependency Map of the application server before and after the upgrade and visualize the delta between the two. Uila was able to clearly show that some dependencies are missing after upgrade.

Uila Benefits

Uila was able to easily provide visibility into the application misconfiguration after the upgrade and rule out any infrastructure issues, allowing the team to quickly reconfigure to get the check scanning service up and running in no time.