



## **Success Story: Hospitality Management Company Eliminates any Impact to the Venue Revenue with Uila**

### **Background**

- Hotel and resort management company that acquires, develops, owns, operates, and manages luxury hotels and resort properties in the United States.
- The company uses Amadeus' Sales & Event Management software, Delphi for sales and catering, account and contact management.

### **Challenges/Needs**

The IT team received multiple complaints of outages and slow access to the Delphi software.

### **Uila Solution**

- Using Uila, the IT team was able to quickly get visibility into transactions for Delphi. The IT team was instantly able to exonerate the Infrastructure and Network as the reason behind the complaint with Uila's correlated root-cause analysis view.
- Uila pointed out that the Delphi SQL server was experiencing SQL queries with high Application Response Time. By leveraging Uila's Application Transaction Analysis, the IT team was able to pinpoint the exact SELECT statements with the errors.

### **Uila Benefits**

Uila helped the company avoid finger pointing between their IT staff members by pointing out the real root cause behind the complaint in a couple of minutes. This enabled them to eliminate any impact to the venue revenue, plus improve operational efficiency and guest satisfaction.