



Success Story: Private University Resolves Course Selection System Outages and Slow Access

Background

- Private University for imparting engineering and science education based on Christian principles.

Challenges/Needs

- Just like any modern university, the course selection for students was completely accessible online. But with the new academic year, the IT team received multiple complaints from students of outages and slow access to the course selection system, leading to confusion and worry amongst the students.
- The IT team was then stuck in endless conversations and investigations to figure out the real reason behind the slowdown.

Uila Solution

- With Uila, the IT team was quickly able to rule out any network and infrastructure issues as the reason behind the application slowdown.
- The IT team observed unexpected long TCP response time for certain transactions for the application using Uila's correlated root cause analysis view. This issue was escalated to the application developer with details on the transactions as seen within the Uila system, who then was quickly able to resolve the issue.

Uila Benefits

With Uila, the university was able to restore consistent and fast access to the course selection system, which was critical for both faculty and students in planning their current year's academic activities.