



## **Success Story: Beverage Manufacturer and Distributor Resolves Website Issues Impacting Revenue & Industry Reputation**

### **Background**

- Large manufacturer and distributor (with multiple domestic and international offices, distribution centers, shops, etc.) of beverages including beer, wine, and tobacco products.

### **Challenges/Needs**

- The IT team received complaints from their channel partners as well as their own employees on slow access to their website, including the online store, which directly impacted their revenue and reputation amongst their thousands of partners.
- With the tools available currently, the IT team were able to only check the network link availability and bandwidth. As that looked fine, the team was puzzled what to do next.

### **Uila Solution**

- With Uila's Application Dependency Mapping and correlated root cause analysis view, the IT team was able to discover an insufficient memory issue on the DNS server, which was the reason behind the slowdown.
- The NetOps team was also able to get detailed information on the DNS query response time and visualize any errors with Uila's application transaction analysis. After increasing the assigned memory, the issue was quickly resolved.

### **Uila Benefits**

With Uila, the manufacturer was able to guarantee fast and always available access to their main website and online for their resellers and customers, thus minimizing any impact to revenue and reputation.