



Success Story: Cable TV Broadcasting Group resolved slow CRM access issues in minutes

Background

- Cable TV Broadcasting group that provides media information and entertainment services.

Challenges/Needs

- The CRM system that managed Contact Center, Trouble Ticket Management, Work Force Management, Field/Work Force Automation, Subscriber Web self-care, and other services was experiencing major slowdowns during specific morning hours every day. This period coincided with the peak period for the company's customer support representatives as they resolve customer issues, sign up new customers, assign technicians etc.

Uila Solution

- With Uila's timeline view, the IT team was able to visualize the performance hotspot for their CRM application at the specific morning hours.
- Using Uila, the IT team observed huge network traffic spikes in their virtual environment during that period, which was more than what would be with normal application access. At the same time, Uila's Storage analysis view showed high write latency issues which indicated a backup of the application itself. Based on this visibility, the IT team adjusted the backup of the application to lighter business hours (middle of the night).

Uila Benefits

With Uila, the IT team was able to restore the CRM services to the optimum level and eliminated any impact to revenue and customer satisfaction.