

# FOCUS



## Case Study – FOCUS: e-Commerce Performance enhanced

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### Customer

- eCommerce Service Delivery Manager, High Street Travel Company.

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### Challenge

- The company's website intermittently took 40 seconds to navigate between pages.
- The infrastructure was very complex and interfaced with core business systems.
- Accurate diagnosis was critical as a £360k investment in servers had made no difference.

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### Methodology

- advance7's **FOCUS** service was used to obtain snapshots of the problem.
- The application was then broken down into component parts.
- Each individual web transaction was then analysed.
- All database calls were monitored and analysed.

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### Solution

- A database problem was identified and details were passed to the DBA.
- Changes were made to the database and the web application.
- A firewall problem was identified and later resolved by the supplier.

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### Result

- The 40 second response-time was eliminated.
- Much of the £360k was saved when the new web servers were returned to the supplier.
- Staff who had been dedicated to resolving the problem returned to projects.

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### Clarity – commitment – innovation

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