

Case Study – Performance Delay in Web Application

Customer

- Systems Manager, Financial Insurance Provider.

Challenge

- Customers using the service via the Internet were experiencing poor performance.
- The service composed of multiple applications hosted on multiple servers in a front end/back end configuration.

Methodology

- Using Advance7's RPR methodology, the REACT® team captured details of the problem.
- Analysers were installed in-line to overcome the shortcomings of legacy network equipment.
- Multiple data analysers were strategically placed on the customer's network providing end-to-end network data capture.
- A series of controlled tests were conducted to reproduce the problem.
- We worked with the company's network, server team and users to reproduce the problem.

Solution

- Previously unknown multiple DNS lookup requests were being generated by specific application servers as a result of previous infrastructure configuration changes and application behaviour.
- The application servers were configured to remove references to server's no longer in production.
- Research identified the cause of the lookup request behaviour by the application.
- Configuration changes were made to the application servers as per advance7 recommendations.

Results

- The application servers stopped generating multiple lookup requests.
- Performance was restored to expected levels.

Clarity – commitment – innovation

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