

# Case study – High Tech



## Performance Engineering

### Production performance Rescue

#### Business Objective & Challenge

- For a High Signal Processing Manufacturer and Distributor, the client's Catalog and order fulfillment Web site(including descriptions and specifications) was experiencing frequent and inexplicable outages.
- This problem had a clear impact on sales, because the site is a main entry point for customers wishing to purchase products.
- Many would-be customers would give up and go to other vendors' sites to obtain what they needed.
- Content authors could not publish new content reliably, limiting the site's effectiveness.

#### Collaborative Solution

- The client asked Collaborative to diagnose the issues that led to its Web site instability, and to fix them.
- By following our comprehensive performance engineering methodology, we successfully identified the issue.
- The client's Catalog and order fulfillment Web site was experiencing frequent and inexplicable outages. We identified the transactions that caused the problems, reviewed the application architecture and code, and recommended modifications for both. Collaborative also produced a list of changes packaged into a series of three releases, with ease of implementation and expected impact the key guidelines.
- Changes that created a significant impact, but could take place relatively easily were part of Release One. More difficult fixes occurred in later releases.
- In other words, Collaborative showed the client what to correct to remediate the performance and stability issues, and suggested the best order in which to approach the repairs.

#### Results

- When Collaborative rolled out Phase I changes, outages stopped immediately. The applications performance and stability was dramatically improved. All performance issues were resolved
- Today, the client can publish new content consistently.
- As a result, customer satisfaction and loyalty have increased, and fewer customers turn to other providers.