

Major UK bank transforms APM monitoring solution



Overview

Faced with diminished internal expertise, multiple and often unsupported versions of APM, the added complexity of competing solutions, and a perceived lack of value with its existing solutions, the client approached Enterprise Studio to help implement a manageable APM solution.

The initial challenge

The bank had been a customer of the CA Application Performance Management (APM) solution in the form of Wily Introscope for over ten years. The original monitoring solution had evolved over many years, including the addition of another company's solution. As a result, the multi-layered solution was becoming difficult to manage and maintain. The following areas were causes of concern:

- The bank used multiple instances of APM, many of which ran unsupported versions of APM.
- Some older APM implementations were running on unsupported operating systems, leaving the bank open to risk.
- The bank lost its internal key resource with skills in APM use and management.
- The bank's APM management team had been reduced to two members, both with limited APM solution experience
- The bank had begun to consider an alternative APM solution.

The long and the short of it was that the business was generally not happy with its overall APM solution. Its leaders knew the answer was a transformation to self-sufficiency and preparedness for future upgrades.



The solution

The bank engaged Enterprise Studio to help implement a manageable APM solution and upgrade its APM software to be fully supported by Broadcom. The Enterprise Studio team consisted of a project manager, a solution architect, a senior consultant, and two offshore resources.

In the initial phase, Enterprise Studio implemented two DX APM 10.7 clusters, one for pre-production monitoring and the other for production monitoring. Once the clusters were in place, the team implemented a methodology for on-boarding applications to the new solution:

- All new applications to be initially on-boarded to the pre-production cluster to enable agent configuration verification.
- Adoption of SaaS-compatible agent versions to mitigate compatibility issues in future upgrades.
- Adoption of universes to partition the solution and control the application teams' access to metrics.
- A strict agent-naming convention to assist in allocating agents to universes.
- Building a library of how-to guides to educate the bank's application teams in using the APM solution.

The goal of the second phase was to migrate legacy monitoring to the new platform. This included:

- Upgrading agents to SaaS-compatible versions.
- Migration of management modules.
- Adoption of the new on-boarding methodology and agent-naming convention.

Success in phases one and two led to a third phase—migrating DX APM on-premise to DX APM SaaS.

Outcomes

Successful adoption of the new methodology and introduction of the latest versions of the DX APM software led to several positive outcomes:

- As the bank began to derive value from the updated DX APM solution, more application teams chose DX APM as their monitoring solution. This brought consistency and continuity across teams, and resulted in DX APM becoming the bank's application monitoring solution of choice.
- Adoption of the new methodology has opened opportunities for automation. Increased automation frees up time for strategic thinking and execution across the organization.
 - Broadcom Automagic automates some on-boarding steps by pulling on-boarding request details from ServiceNow and using this information to automate creation of DX APM universes via API calls.
- The bank has expanded the DX APM management team, removing the risk of limited expertise concentrated in one or two people and establishing stability. The Enterprise Studio team's knowledge transfer to the customer means the bank is now self-sufficient and able to move forward on its own.
- The move to SaaS will save the customer money and reduce maintenance overhead as it decommissions on-premise APM servers.
- The project was completed on a tight timeline, allowing a competing solution to be removed before its license renewal was due.

The long and the short of it, post-transformation: The bank is very pleased with its overall APM solution, and it's well prepared for self-sufficiency and future upgrades.

About Enterprise Studio

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We use a blend of deep technical skills, advisory and consulting expertise to help you navigate the complexities that come with competing in an inter-connected world. By addressing IT challenges while enabling business and cultural transformation, your IT and business teams can achieve better, more predictable outcomes with long-lasting benefits.

Our global team across North America, Europe, Latin America, India, Australia, and Asia has a relentless focus on customer centricity. Our team's expertise, built upon decades of experience across digital advisory consulting, IT business management (ITBM), cybersecurity, and AIOps, can help you move quickly from idea to value as you build, integrate and adopt resilient enterprise solutions.



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