



Many government sector and private organisations are successfully leveraging Service Oriented Architecture (SOA) based composite applications to provide business services via the Web. As a result, business stakeholders in organisations are no longer the front line between customers and the enterprise. Customers such as government constituents, trading partners and online shoppers are now being served directly by IT, and as line of business stakeholders lose visibility of the customer experience, IT departments are becoming responsible for measuring performance and reporting customer satisfaction in terms that are more relevant to business owners.

Today many organisations rely on web applications to execute critical business functions. The success of these applications can depend on the customer's ability to complete online interactions efficiently and IT's ability to identify and resolve problems before they impact the customer. Achieving these goals becomes more difficult as the web application environment increases in complexity and the number of transactions grow. Through the implementation of CA Wily Introscope and associated managed services from Fujitsu, the New Zealand Transport Agency (NZTA) has established an application monitoring environment that ensures constant optimal performance of its applications through rapid issue identification, analysis, and resolution.

# THE CHALLENGE

## CUSTOMER PROFILE

### COMPANY

New Zealand Transport Agency

### INDUSTRY

Government

### LOCATION

Wellington

### WEBSITE

[www.nzta.govt.nz](http://www.nzta.govt.nz)

### ENTERPRISE NEED

Assured performance of critical roading and highway network event tracking application.

### ENTERPRISE NEED

Fujitsu Wily Introscope Monitoring Service – a two-tier service comprising implementation and configuration of CA's application performance monitoring tool Wily Introscope and Fujitsu managed services for 24 x 7 performance monitoring, reporting, and root cause analysis.

### RESULTS & OUTCOMES

- Improved service assurance through faster diagnosis and fixes, and proactive maintenance
- NZTA IS operations staff relieved of time consuming event trouble shooting; enabling redeployment to higher value work
- A growing knowledge base and trend reporting highlights issues before application performance is impacted
- Automated alerting and incident management removes the human factor from process workflow, improving speed and accuracy

### VALUE TO IT

- 24 x 7 monitoring identification and reporting of application performance metrics through specifically configured instrumentation.
- Root cause analysis recommendations for remedial work and likely performance impacts of new releases and/or environmental changes.

### EXPERT DIAGNOSIS AND SUPPORT, 24 x 7

Central to NZTA's management of New Zealand's state highway network is a complex geospatial application called TREIS (Traffic Road Event Information System). Cataloguing and tracking planned and unplanned road 'event' information, such as road maintenance, accidents, and hazards, TREIS is in some ways the centre of the road management universe, capturing critical event information for public services and alerting support organisations, such as police and roading contractors.

Supported and maintained by Fujitsu's Java application development team TREIS has been operating as a 24 hour service. In 2008 significant enhancements, including RSS and XML data feeds for public and third-party application developers, upped the ante on service availability and performance. In providing TREIS data to application developers in other agencies, including the Automobile Association (AA) and Metservice, the spotlight swung to application performance.



# THE SOLUTION

## FUJITSU WILY INTROSCOPE MANAGED SERVICE

Solutions delivery manager Ann Schwass pinpointed the mapping application, which during testing had failed to present data to the host application in a logical manner. “If some part of the system was compromised we didn’t know which part or why the application behaved that way. So, if something was broken we had to follow a process of elimination to locate the problem before diagnosis and eventual resolution.”

The opportunity was to use software to monitor the application’s complex underlying workings, minimising human involvement in tracking and event diagnosis, and fine-tuning process workflow and application performance.

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- Ann Schwass, Solutions Delivery Manager, NZTA

The solution – a two-tier service comprising implementation and configuration of CA’s application performance monitoring tool Wily Introscope and Fujitsu managed services for 24 x 7 performance monitoring, reporting, and root cause analysis.

Installed and configured for a set fee, the system proactively detects and diagnoses application performance problems, combining transaction monitoring, automated discovery and advanced analytics and blame technology. An ongoing service monitors application performance, producing weekly exception reports and more detailed monthly analysis, accompanied by recommendations for remedial work, including fixes and likely performance impacts of new releases, code and environment changes.

The service arose from existing application development and support performed by Fujitsu, and for this reason Ann Schwass says NZTA decided against buying and deploying the product itself, as it made better sense leveraging functionality through an existing support engagement.



# THE BENEFITS

## SOFTWARE PERFORMANCE INSURANCE

Schwass' assessment of service value is analogous to insurance. "It's like an insurance policy.

Without it, things can get expensive. We must have a high degree of assurance, and this is what we get from Fujitsu. We know the right attributes are being monitored and when we have to dig under the covers we know what we're looking for," Schwass says.

However, like other insurance cover, cost must compare favourably with the likely financial impacts of operating without it. In this regard, Fujitsu's Wily Introscope monitoring service is, by Schwass' assessment, a cost effective solution. "The service is very cost effective when you consider what it cost to build the monitoring application, never mind the social cost of a poorly performing TREIS application," Schwass says. "We spend less time diagnosing problems. It is much better for our people to work on new initiatives than to be fixing old issues."

Added to improved service assurance is newly proactive problem detection and resolution, which first emerged at the early stages of service development and testing, when initial probing uncovered a number of performance issues with the TREIS application. For example, it was discovered that NZTA network changes inhibited application performance. Further analysis also supported the decision to discard client-server architecture for web-based delivery. Says Schwass: "We are not seeing any incidents because testing highlighted issues and they were dealt with."

She says the common issue with complex computing infrastructure is finger pointing. "When there's a problem everyone points to everyone else. The tool set gives us information that was not readily available from the application itself – how the application is performing; if it's not, what is broken. It has been very valuable, clearly pinpointing problem origins so we can get the right people on the job straight away. It pays its way on that alone."



## ABOUT FUJITSU

Fujitsu is one of the country's leading service providers of information technology, business and communications solutions. Utilising partnerships with world leading suppliers of software, hardware and peripherals and our own team of specialists we work with our customers to consult, design, build, operate and support their business solutions. Through a nationwide network of offices Fujitsu delivers a full range of offerings from strategic consulting to application and infrastructure solutions and manager services.

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