Hertfordshire

APPLICATION PERFORMANCE MANAGEMENT:
Troubleshooting a Multi-Supplier Issue within a Local Authority

About Kedron UK

Network and application performance management technology expert Kedron UK works with some of the UK's largest enterprises to assist with their IT service performance challenges.

From the initial assessment and concept development right through to solution delivery and optimisation, it combines cutting-edge technology with exceptional service and expertise to help clients maximise performance and operational efficiencies from their networks.

The Client

Hertfordshire County Council works with central government and other organisations to deliver a range of local services to more than a million people who live, work and travel in the county.

These include education, highway maintenance, environment and commercial services. In addition, the Council plays a vital role in promoting the wellbeing of residents across the county, including safeguarding children and vulnerable adults.

The Challenge

"We have a duty to ensure that cases are handled in the most effective way possible. With so many different parties involved, maintaining an efficient and accurate database is essential"

Head of ICT, Hertfordshire County Council

IT plays an important role in enabling Hertfordshire County Council to deliver frontline services, storing records, processing data and facilitating efficient communication between different departments and third parties.

A prime example is the adult and child services division of the council, where inefficiencies could slow down the ability to process client information, potentially impacting on the service provided to vulnerable people across the region.

A number of parties are involved in the delivery and implementation of Hertfordshire's adult and child services. The council's IT department works closely with infrastructure service provider Serco, along with the network service provider, using a software application to deliver the service to end users.

However, when the council experienced delays in processing data it was difficult to pinpoint exactly where issues were occurring. The solution did not show the full end-to-end journey, and problems were compounded by the fact it was a complex, multi-tiered application.

"The council's adult and child services department plays an essential role in ensuring the wellbeing of residents across Hertfordshire and we have a duty to ensure that cases are handled in the most effective way possible. With so many different parties involved, maintaining an efficient and accurate database is essential"

Dave Mansfield
Head of ICT
Hertfordshire County

"Through working in close" conjunction with all parties we were able to quickly address any issues, recommending the best solution to help the service provider maximise efficiency. This in turn is now enabling the council to deliver an improved service to users of its child and adult services department"

Mark Wilson
Sales Manager
KedronUK

For more information email
sales@kedronuk.com
or call 01782 752369

KedronUK
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The Solution

Expert consultants from Kedron UK worked with Hertfordshire County Council and associated stakeholders evaluating the existing application architecture and successfully isolating the technology domain that was causing the delay.

Following this, Kedron UK collaborated closely with all those involved to agree the key services and functionality required before recommending changes to address and resolve the issue.

The solution implemented provided the council with an extra layer of intelligence, enabling them to track transactions across all hops from the end user through the data centre.

With the ability to drill down through multiple tiers within complex datacentre environments, it is able to pinpoint performance problems and single out the specific part of the infrastructure or application code that is underperforming, leading to instant and measurable improvements.

Capabilities include:

• **Problem Isolation:** providing tools to highlight what is happening and where, as well as identifying which applications and users are affected.

• **Code Level Visibility (CLV):** the ability to analyse production codes for application errors, exceptions and performance issues, covering both .Net and Java-based architectures.

• **Analytics:** using a Big Data repository of every user, transaction and hop to identify trends, outliers or intermittent issues that other APM solutions miss.

• **Report and Alerts:** fully customisable to show exactly what happened, providing e-mail or text alerts regarding any issues occurring in real time.

• **Real User Monitoring:** full experience visibility from the data centre through to users' browsers, whether on a laptop, desktop or mobile device.

"Kedron UK worked closely with us to identify, install, configure and fine-tune a solution which has enabled us to deliver an even more effective service, both internally and to end users. In addition, they also provided training to help the team get the best from the application and we are now using it for proactive monitoring and analysis of this key services."

Dave Mansfield
Head of ICT
Hertfordshire County Council

Contact:

Kedron UK
B3 Trentham Business Quarter
Bellringer Road
Trentham
Stoke-on-Trent
Staffordshire
ST4 8GB

Tel: 01782 752 369

Web: www.kedronuk.com

Email: sales@kedronuk.com

The Results

Following the installation and configuration of this end-to-end, real-user transaction analysis solution, Kedron UK monitored it for an agreed period to check it was meeting the council's needs.

Some customisation was required due to the bespoke nature of the application, which Kedron UK completed in partnership with the service providers and vendors. After the work was completed, the council was able to benefit from full, real-time visibility from the end user right through the multiple tiers.

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