Case Study

The client

London South Bank University (LSBU) is one of the capital's largest and oldest universities. Since 1892 it has been providing students with vocationally-relevant, accredited and professionally recognised education. With much to be proud of, LSBU aspires to be the leader in its field and has a number of achievements to its name, including being in the top 20 universities for graduate starting salaries (Sunday Times University Guide 2013) and the highest possible rating for its education quality in the latest Quality Assurance Agency assessment.

The challenge

As a cosmopolitan university with over 23,500 students, LSBU draws applicants from over 130 countries. Continuing to attract top talent from around the world by maintaining its reputation for excellence is vital.

Administrative functions play an important part in the smooth running of LSBU and, as a result, the efficiency of these is critical. For some time, the university had been dissatisfied with the performance of its student records application, which was responsible for managing data and processes in relation to aspects such as admissions, examinations, courses and student finances.

Incoming Chief Information Officer David Swayne made it his priority to address this by utilising a Business Transaction Management (BTM) based solution to enhance the university's existing infrastructure monitoring and approached Kedron UK for assistance.

The solution

Expert consultants from Kedron UK carried out an in-depth assessment of LSBU's needs in relation to the student records application. This included evaluating the existing application and highlighting critical areas for improvement; identifying the personnel resource available to manage the recommended solution; agreeing the key services and functionality required; and reviewing the scope of the environment the technology would be working within.

> "Modern business applications are highly complex, meshed systems, which contain many moving parts that affect the overall end-user experience.
>
> Kedron's work with LSBU again demonstrates our ability to help clients visualise (and therefore manage) the whole journey, from the client user throughout the multiple tiers within the data centre."
>
> **Roland Stigwood**
> Managing Director, KedronUK

> "LSBU wanted to transition from measuring performance based upon the availability of infrastructure components to a performance measure based upon the actual transition times experienced by its staff.
>
> Kedron UK helped us to find an appropriate solution, and assisted with the planning and implementation of the CorrelSense SharePath product."
>
> **David Swayne**
> Chief Information Officer, LSBU

KedronUK
Enterprise Management Solutions

Following this, Kedron UK recommended the deployment of SharePath from Corrlesense. Kedron UK is the most technically certified Correlsense partner in the UK and Ireland and offers full installation and configuration services to deliver Application Performance Management (APM) for its clients' most critical business applications

It worked closely with the university throughout the planning and implementation process, project managing the design, installation, configuration and training processes to deliver a practical solution that would successfully meet the university's operational requirements.

Often, as in the case of LSBU, customers are already monitoring applications with an existing solution but find that they need an extra layer of intelligence and the ability to track transactions in more detail throughout each stage of the process.

Working with a variety of application technologies, SharePath addresses poor performing applications and delivers instant and measurable improvements. It tracks transactions from the end user, drilling down through multiple tiers within complex datacentre environments to pinpoint performance problems and single out the specific part of the infrastructure or application code that is underperforming.

Capabilities include:

● **Problem isolation** - giving clients the tools they need to highlight what is happening and where, as well as identifying which applications and users are affected.

● **Code Level Visibility (CLV) -** analysing production codes for application errors, exceptions and performance issues and 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 and notify clients by e-mail or text of any issues occurring in real time.

● **Real User Monitoring -** providing full experience visibility form the data centre through to users' browsers, whether on a laptop, desktop or mobile device.

"SharePath immediately demonstrated its ability to provide an in-depth visibility into the various tiers of LSBU's applications, identifying specific issues and leading to an 80 per cent improvement in performance."

"After some fine tuning we are now able to see a measure of the transaction times our staff experience and where that time is taken up. This has helped us to identify service improvements and measure the impact of any changes that we make."

David Swayne
Chief Information Officer, LSBU

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