London
South Bank
University

EST 1892

ENHANCED APPLICATION TROUBLESHOOTING FOR LONDON SOUTH BANK UNIVERSITY

LSBU SELECTS KEDRONUK

THE CHALLENGE

London South Bank University (LSBU) is one of the capital's largest and oldest universities. LSBU aspires to be a leading provider of vocationally relevant education and was named The Times and Sunday Times Good University Guide University of the Year for Graduate Employment 2018.

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.

Efficient administrative functions play a critical role in the smooth running of the University. For some time, the University had been dissatisfied with the performance of its student records application, used for managing data and processes around admissions, examinations, courses and student finances.

EFFICIENCY IS ESSENTIAL

"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.

KedronUK 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**

MANAGE THE WHOLE JOURNEY

"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 datacentre."

**ROLAND STIGWOOD,
MANAGING DIRECTOR
KEDRONUK**

MEASURING IMPACT

"After some fine-tuning, we are now able to see a measure of the transaction times our staffexperience and where that time is taken up.

This has helped us to ider service improvements and measure the impact of any changes that we make."

**DAVID SWAYNE,
CHIEF INFORMATION OFFICER
LSBU**

THE SOLUTION

LSBU Chief Information Officer David Swayne made it his priority to address the underperforming student records application with a Business Transaction Management (BTM) solution. He approached KedronUK for assistance to enhance the University's infrastructure monitoring.

Our expert consultants carried out an in-depth assessment of LSBU's needs, evaluating the existing application and highlighting critical areas for improvement. We identified the personnel resource available to manage the recommended solution, agreed the key services and functionality required, and scoped the environment the technology would be working within.

On this basis, we recommended the deployment of SharePath from Correlsense, an Application Performance Management (APM) solution for which we offer full installation and configuration services.

Working with a variety of application technologies, SharePath addresses poor performing applications and delivers instant, 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.

SharePath's capabilities include:

• Problem Isolation: The tools 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, 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 email or text of any issues occurring in real time.
• Real User Monitoring: Providing full experience visibility from the datacentre through to users' browsers, whether on a laptop, desktop or mobile device.

THE RESULTS

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INSTANT, MEASURABLE IMPROVEMENTS

EXTRA LAYER OF INTELLIGENCE

TRACK TRANSACTIONS IN GREATER DETAIL

IN-DEPTH VISIBILITY

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KedronUK
Enterprise Management Solutions