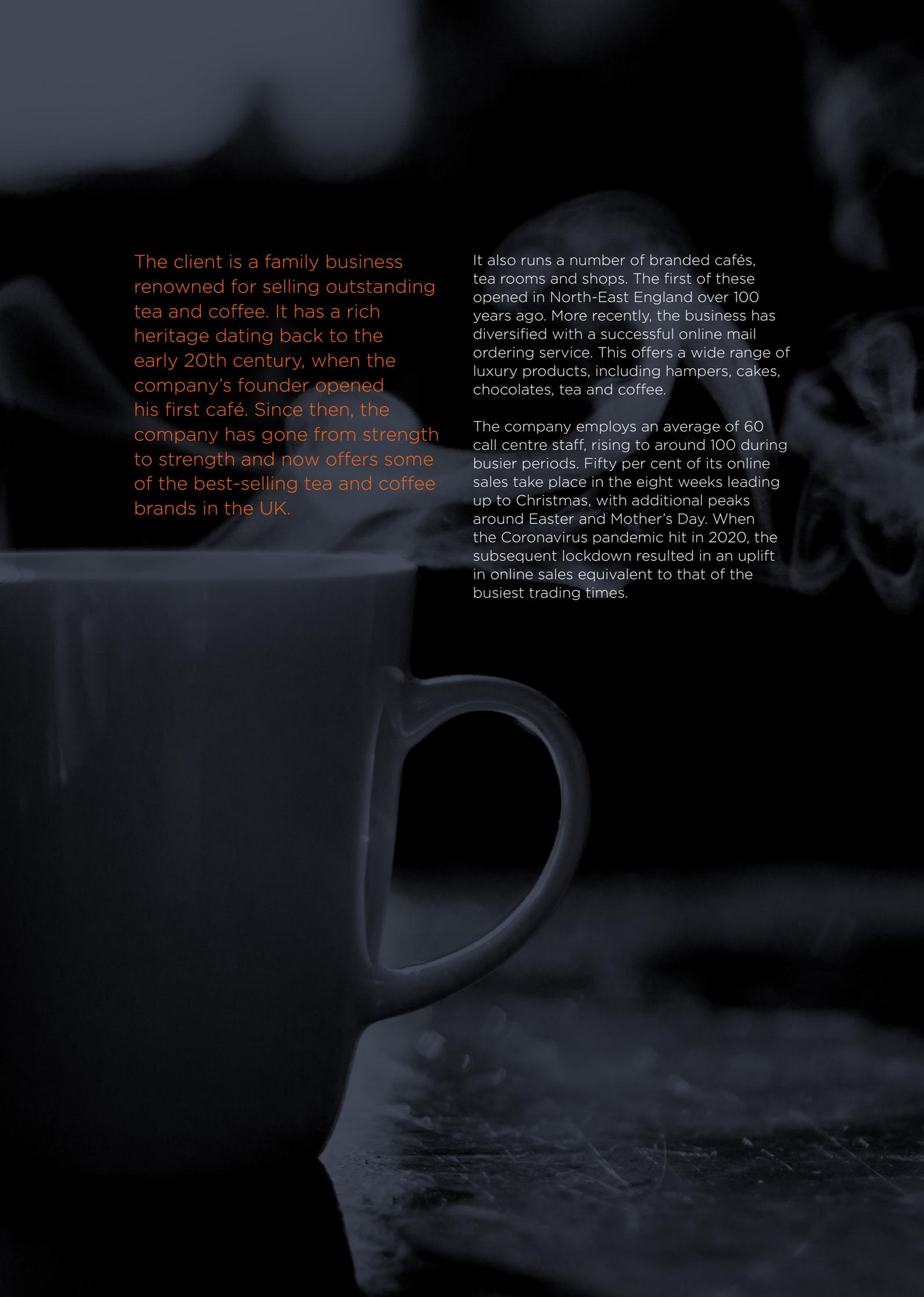


CASE STUDY

OVERCOMING ERP SYSTEM PERFORMANCE ISSUES.

LEADING HOT BEVERAGE
GROUP SELECTS KEDRONUK





The client is a family business renowned for selling outstanding tea and coffee. It has a rich heritage dating back to the early 20th century, when the company's founder opened his first café. Since then, the company has gone from strength to strength and now offers some of the best-selling tea and coffee brands in the UK.

It also runs a number of branded cafés, tea rooms and shops. The first of these opened in North-East England over 100 years ago. More recently, the business has diversified with a successful online mail ordering service. This offers a wide range of luxury products, including hampers, cakes, chocolates, tea and coffee.

The company employs an average of 60 call centre staff, rising to around 100 during busier periods. Fifty per cent of its online sales take place in the eight weeks leading up to Christmas, with additional peaks around Easter and Mother's Day. When the Coronavirus pandemic hit in 2020, the subsequent lockdown resulted in an uplift in online sales equivalent to that of the busiest trading times.

THE CHALLENGE.

The company was experiencing issues with the ERP system for its mail order processing and despatch platform, which were thought to relate to the backend database. The site runs on Microsoft Dynamics AX with a SQL Server relational database management system and additional bespoke code. It handles all orders for the business, including those placed online, as well as others entered manually by staff as a result of telephone orders.

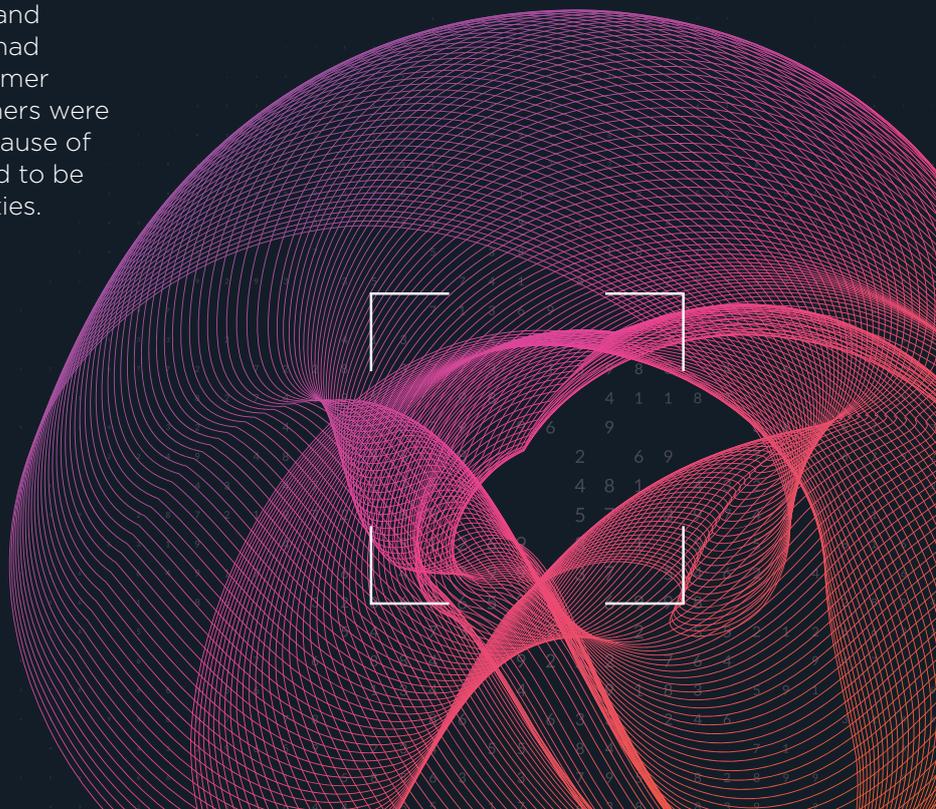
The staff were experiencing several issues, which were exacerbated during busy trading periods. These included system delays when processing telephone orders, as well as problems loading bulk orders. In addition, the printing of barcodes for packing labels would intermittently grind to a halt. With set courier pick-up times, this could result in delays to deliveries, causing potential issues if customers had booked a specific delivery slot.

Apart from affecting staff morale and productivity, these complications had a negative impact on overall customer experience. In many cases, customers were kept waiting on the telephone because of delays to the system, which proved to be extremely frustrating for both parties.

James Targett, Application Service Delivery Manager at the company, had previously tried increasing server resource database table sizes, and also invested in additional hardware resources.

However, despite this, the issues continued. The business had previously been using Microsoft Dynamics monitoring tools and evaluating CPUs from a resource level.

However, with Christmas 2020 fast approaching, it was decided that a more sophisticated method was required to gain a better understanding of application performance and help resolve any issues experienced. The business was keen to explore an APM solution compatible with Microsoft Dynamics AX, and turned to KedronUK for assistance.



THE SOLUTION.

The eG Enterprise suite from eG Innovations provides a dedicated, out-of-the-box monitoring tool fully compatible with Microsoft Dynamics. Offering an end-to-end solution, it is designed to help improve business outcomes with IT monitoring and proactive performance management.

Metrics monitored include client sessions, requests and processing rate. This gives Microsoft Dynamics administrators a clear picture to help understand the load and responsiveness of their platform.

The eG Enterprise suite also monitors host server performance. It provides visibility of key data such as CPU load, disk I/O and memory consumption, to help identify the impact of these various elements on the performance of Microsoft Dynamics.

The easy-to-use interface offers a single pane of glass, where administrators can build a bespoke and intuitive dashboard tailored to their monitoring requirements. This enables them to view the status and performance of server components critical to the operation of Microsoft Dynamics, easily isolating bottlenecks in any layer of the application and operating system.

Real-time alerts instantly identify any potential issues across multiple domains. This helps to reduce the time taken to pinpoint the root cause of application performance concerns for faster troubleshooting.

Benefits include:

Improved application availability

One hour of downtime can cost businesses hundreds of thousands of pounds in lost revenue. By monitoring, pre-emptively detecting and quickly resolving application issues, eG Enterprise helps to prevent downtime. This ensures optimum performance and user satisfaction at all times.

Enhanced operational efficiency

Issues can be diagnosed with just one click, empowering helpdesk staff to manage and troubleshoot performance issues. As a result, organisations can make significant savings by streamlining their IT operations.

Cost savings

Businesses often resort to additional hardware resources in a bid to solve performance problems. As well as being costly, this can have a detrimental impact on IT transformation initiatives. eG Enterprise helps to identify bottlenecks, maximise resource utilisation and reduce hardware and software costs to right-size the IT infrastructure.

Performance optimisation

With IT infrastructures becoming software-defined, adding more hardware is only a temporary solution when it comes to alleviating performance problems. By providing visibility into the performance of every layer, eG Enterprise can help optimise current infrastructure investments to do more.

SaaS Deployment

The client opted to deploy eG Enterprise through the eG SaaS platform, minimising the on-premise requirements and reducing the time to deploy the system. This ultimately accelerates ROI for the company.

THE RESULTS

LESS DOWNTIME EASE OF USE RAPID TROUBLESHOOTING COST EFFICIENCY

“Slow-running applications can have a huge impact on businesses in terms of time, resources and cost. In addition, they can also affect perceived customer service levels.

The end-to-end monitoring provided by eG Enterprise therefore offered an ideal solution for the group. Intuitive and easy to use, it helps to identify issues before they become a problem.”

Chris Booth
Solution Architect
KedronUK

“Before eG Enterprise we were plagued by multiple issues daily and were reliant on staff from the call centre contacting us to tell us that things weren’t working properly. We didn’t have an in-depth insight, so it was often a case of taking an educated guess without truly knowing whether we had reached the right conclusion.

“eG Enterprise has provided a level of insight that we simply didn’t have previously. AX has never been so quiet, and uptime is now around 99.9 per cent. In many cases, we are now able to fix issues before staff are even aware of them, and the majority of these are now generally upstream. Last Easter we experienced no downtime for the first time ever, and we have also received a ‘thank you’ from the business for the positive results and increased productivity that this roll-out has helped to achieve.”

James Targett
Application Service Delivery
Manager

“Last year, with the Covid-19 pandemic we saw a dramatic increase in online shopping habits.

The client already had a well-established online retail presence, but understood the importance of resolving the issues it was facing ahead of its busiest trading period in the run-up to Christmas.

The eG Enterprise solution implemented has helped the company deliver a smoother and more efficient service and eliminated system glitches and downtime.”

Will Peach
Account Executive
KedronUK

WHO ARE KEDRONUK?

Across IT operations, security operations and service management, we connect your critical IT data to show you what's really going on.

Some of the largest enterprises in the UK trust us to advise on their network and application performance management. As well as IT operations, we advise clients on monitoring tools for security operations and IT service management, providing data integration and visualisation across all three areas.

Call us today on 01782 752 369 or email sales@kedronuk.com

Our clients include:

