let's scale it

// CASE STUDY

–50 %

MTTR ON AVERAGE – IN INDIVIDUAL CASES –90 %

INDUSTRY
Major bank, Germany

MOST CRITICAL APPLICATION
Online banking

STARTING POSITION
5 parallel systems

PERIOD
from Q2 2016

Five monitoring systems, one platform: MTTR halved at a major bank

> After the consolidation, the mean time to resolution (MTTR) fell by 50 per cent on average, in individual cases by 90 per cent – and critical incidents became rarer overall. **Right into online banking**, the bank's most critical application.

1 STARTING POSITION

Five monitoring systems ran in parallel, including a home-grown synthetic monitoring solution. Every team used its own tool: business processes could not be traced end to end anywhere, and the licence situation was so opaque that procurement could not negotiate good terms with the vendors.

2 THE BRIEF

Consolidate the fragmented landscape and, from Q2 2016, merge it into structured observability implementations for the German divisions – right into online banking, where even brief downtimes were never allowed to occur.

3 THE DECISIONS

Three vendors competed: New Relic failed the requirements, Dynatrace and AppDynamics both made a convincing case – the deciding factor was the existing AppDynamics footprint in the organisation. And for online banking: no big bang, but phased instrumentation, one part of the system after another, each stage approved in advance by the Change Advisory Board.

4 RESULT & LIMITS

MTTR halved on average, reduced by 90 % in individual cases, fewer critical incidents – and for the first time end-to-end visibility of business processes instead of five partial truths. The route through the Change Advisory Board costs time: after the P1 incident caused by a service provider who had previously proceeded without a plan, exactly this patience was the condition for every further deployment.

STACK
AppDynamics

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