

Case Study: San Antonio Water Supply

Implementing CA Technologies' Application Performance Management Solution Boosts System Visibility, Issue Identification, and User Satisfaction

Opportunity

San Antonio Water Supply (SAWS) wanted to gain visibility into an asset and billing system that was being implemented and was way behind schedule.

Solution

With nearly 30 years of working together on a variety of support needs, RFD & Associates, Inc. (RFD) proposed CA Technologies' Application Performance Management solution to provide increased insight into their asset and billing system. This solution would provide visibility into application performance from the perspective of the runtime environment, but also valuable end user performance data, including who is being effected and where.

RFD engaged SAWS initially with a proof of technology, and deployed an appliance that was pre-configured to speed time to value. Within a couple of hours, RFD was able to pinpoint areas where performance was degrading. It was speculated that the database was creating a bottle neck but with the proof of technology, RFD was quickly able to disprove that theory and show SAWS that specific SQL statements were the true culprit.

Results

Following a successful proof period, SAWS acquired the solution from CA and RFD performed the full implementation within the SAWS environment. Following the deployment, SAWS was able to:

- Gain access to empirical data, enabling them to quickly recognize where there were issues and begin to supply patches to rectify
- Work with the Commercial off the Shelf (COTS) vendor to start improving areas of the application that were failing
- Boost satisfaction within the SAWS user community



RFD & Associates, Inc.
401 Camp Craft Rd
Austin, TX 78746

www.rfdinc.com
info@rfdinc.com
Phone: 512.347.9411

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