



CJ GLS Asia Pte Ltd

CUSTOMER SUCCESS

Improving Supply Chain Application Performance 50% with Precise

Due to rapid volume expansion and growth, system latency and time-out errors began to surface. CJ GLS deployed Precise i³™ software to monitor and manage application performance in its multi-tiered Web environment. Results included a 50 percent improvement in system performance and the elimination of downtime, time-out errors, and customer complaints about performance.

The Challenge

Effective supply chain management depends on precise timing for completing transactions and coordinating logistics among organizations and their partners. CJ GLS Asia has become an international leader in supply chain management outsourcing by helping its customers optimize and manage their global supply chains from end-to-end.

For CJ GLS, maintaining these high standards of service has become more challenging with the growth of its business across the world. As the customer base and data volumes grew, the company began to experience performance problems such as system latency, which caused time-out errors and other downtime that kept users from completing some transactions on time and made it difficult for CJ GLS to meet its key performance indicator (KPI) and service-level agreement (SLA) objectives.

"The knee jerk reaction to performance issues is to buy new hardware, but we knew that would be a quick fix and that the same problems could haunt us again," says Marcus Wan, Deputy Director of the IT Center at CJ GLS Asia. "We needed a way to understand the root causes of our problems, which is why we looked at Precise i³."

The Solution

Wan and his team evaluated several application performance management solutions and chose Precise i³ software in three versions that encompassed its multi-tiered logistics environment: Precise i³ for Microsoft .NET, Web Servers, and SQL Server. The Precise software enabled the team to monitor and rapidly analyze all critical system components to identify and address performance issues.

Organization Profile

CJ GLS Asia (www.cjgls.com) is one of the world's leading logistics and supply chain management solutions providers with full capabilities as a total logistics and supply chain management outsourcing partner. As part of the CJ Group, based in South Korea, CJ GLS Asia employs more than 1,000 people at its Singapore regional headquarters and offices in eight countries around the world.

Industry

Logistics and Supply Chain

Solution

Application Performance Management

"Since we began managing application performance with Precise i³, latency is down and overall system performance has improved 50 percent. Time-out errors and downtime have been eliminated."

Marcus Wan

Deputy Director
IT Center
CJ GLS Asia

Precise i³ helped reduce system latency and eliminate downtime.

"Precise i³ allows us to do end-to-end analysis and drill right down to the application code and database level to troubleshoot problems," says Wan. "We can get to the cause of problems much more quickly and efficiently than in the past."

Precise Consulting Services performed a proof of concept for CJ GLS, demonstrating the ability of the Precise i³ for Web Server and SQL Server products to pinpoint the real-world causes of performance problems in the production environment. Precise Consulting also guided CJ GLS through beta testing of Precise i³ for Microsoft .NET and worked with the IT team to integrate the complete set of Precise software tools into the company's management processes.

The Results

The Precise software had an almost immediate positive impact on the performance of the CJ GLS logistics system.

"Since we began managing application performance with Precise i³, latency is down and overall system performance has improved 50 percent," says Wan. "Time-out errors and downtime have been eliminated." He estimates that Precise i³ has also saved his team hundreds of hours per year in administrative staff time. "In the past, a performance issue might take a team of two or three people two to three days to understand and fix," he says. "Today, with i³, one administrator can identify and solve the same problem in a few hours. That gives us more time for development and planning."

Precise i³ has also helped CJ GLS avoid a major hardware upgrade by addressing the root causes of software and systems problems instead. Wan credits Precise Consulting

Services with the technical expertise in SQL database and .NET applications required to help his team identify the causes of problems that had eluded them in the past. He also values the prompt and effective response he gets from Precise Essential Support Services.

"Our ability to achieve KPI and service level agreements with customers has increased with the help of Precise," Wan adds. "We have received positive feedback from users on the performance improvements, and we haven't had a single complaint about performance since deploying Precise i³."

More customer success stories can be found at: www.precise.com

"Precise Consulting Services proved once again they go the extra mile. We were quite impressed by the proof of concept they conducted for us"

Marcus Wan
Deputy Director
IT Center
CJ GLS Asia

SOLUTION AT A GLANCE

Key Challenges

- Improve performance and availability of supply chain logistics applications to meet key performance indicator (KPI) and service-level agreement (SLA) targets
- Pinpoint application problems within complex multi-tiered Web architecture
- Identify and address root causes to head off future performance problems

Solution

Precise centralized application performance monitoring and management for all critical system components

Precise Products

- Precise i³ for Microsoft .NET
- Precise i³ for Web Servers
- Precise i³ for SQL Server

Precise Services

- Precise Consulting Services
- Precise Essential Support Services

Technology Environment

- Applications: Custom logistics, portal and intranet business process applications; SAP R/3 4.6C
- Databases: Microsoft SQL Server
- Server Platform: Dell running Microsoft Windows Server 2003 SP1
- Storage: Dell/EMC CX300

Business Results

- 50% improvement in logistics system performance
- Zero downtime and time-out errors for logistics applications since deploying Precise i³
- Reduced IT administration time for application performance monitoring and tuning—from 2-3 days per issue to 1-2 hours
- Avoided costs of upgrading server and storage hardware