



China Everbright Bank

CUSTOMER SUCCESS

Doubling Performance and Rolling Out New Online Banking Application Two Months Early with Precise i³

When a key new online banking application needed a performance boost, China Everbright Bank turned to Precise. Using Precise i³, the IT staff speeded up the application threefold, allowing the bank to launch the new service three months early. China Everbright realized savings in CPU usage and database storage as well.

The Challenge

China's consumer class is growing at an enormous rate, and demanding the same kinds of services as consumers in other parts of the world—including online banking. In 2005, China Everbright Bank wanted to take advantage of this trend, and developed its own Core Banking Application using the J2EE programming environment.

While the Core Banking Application was rich in the features that online banking customers want, it had one problem: In initial testing, the application topped out at one million transactions a day. The bank realized that this level of performance could not satisfy the current demand, let alone scale with growing demand. The bank's management mandated a substantial improvement as a prerequisite to deploying the Core Banking Application. A long delay in introducing the bank's improved online banking service seemed inevitable.

The Solution

Time to market for a new financial service is critical for gaining wallet share, so the bank's IT group began evaluating software tools for troubleshooting and improving application performance. The IT group narrowed the search down to Precise and a competing supplier. The bank invited the two vendors to perform a proof of concept (POC) test to help determine which product would best suit the bank's requirements.

After two months of intensive testing, Precise i³™ came out the winner in two crucial areas. First, it was faster in identifying problems down to the SQL-statement level. Also, Precise i³ had lower computing overhead, only about one percent, while the competing product used as much as 10 percent.

Organization Profile

China Everbright Bank, established in August 1992, is a nationwide joint-stock commercial bank with the Chinese government as the controlling shareholder. China Everbright is also the first stated-owned commercial bank with shares held by international financial institutions. Among the top 1,000 major banks in the world appraised by Banker magazine in July, 2004, China Everbright Bank ranked No 273.

Industry

Financial Services

Solution

Application Performance Management

"Before we started using Precise i³, it was difficult to locate problems in applications that access the Oracle database. Now we can pinpoint the problematic SQL statements faster and work much more smoothly."

Jiang Yan

System Engineer

IT Operation

Department

**China Everbright
Bank**

China Everbright Bank reduced the amount of storage needed for its critical Oracle database by 15 percent.

"The SmartTune feature of Precise i³ helps us quickly correct minor SQL problems, while the detailed reports guide our programmers as they solve more complex issues"

Jiang Yan

System Engineer
IT Operation
Department

**China Everbright
Bank**

In the summer of 2005, China Everbright purchased Precise i³ for J2EE and Precise i³ for Oracle to use as the bank's primary troubleshooting and application optimization tools. Precise Partner HappenSoft assisted with the installation of the software and the tuning of the Oracle database. Precise Consulting performed knowledge transfer and provided additional assistance as the bank's IT team was coming up to speed on Precise i³.

The Results

Using the power of i³ for Oracle and i³ for J2EE, China Everbright's technical team began to make solid progress in speeding up the bank's critical applications. They quickly identified a central performance bottleneck in the way that key SQL statements were being parsed. The application developers carefully examined the comprehensive reports created by i³ and came up with a solution. By changing the parsing scheme, they speeded up the applications, which reduced the number of processors needed from 96 to 80, a 17 percent reduction.

The team then turned its attention to the Oracle database. A detailed examination showed that many of the database indexes were no longer being used, eating up valuable space. Deleting the unused indexes allowed the bank to reclaim 500 gigabytes—15 percent—of its database storage.

Most importantly, the bank's IT staff used the Precise tools to tune its Core Banking Application, increasing its performance threefold and shaving three months off the go-live schedule. With the Core Banking Application now fully deployed and operating at peak performance, the bank can handle up to three million transactions a day, giving it room to grow as more and more customers move to online banking. Just as important, the IT staff knows that it can use the Precise tools to keep all the bank's critical applications and databases operating at peak performance, helping the bank keep up with China's astonishing economic explosion.

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

SOLUTION AT A GLANCE

Key Challenges

- Deploy new proprietary application known as Core Banking Application
- Ensure that performance supports growing volume of customer traffic
- Centralize and streamline application management
- Minimize cost of database storage

Solution

Application and database tuning using Precise software

Precise Products

- Precise i³ for Oracle
- Precise i³ for J2EE

Precise Services

- Precise Consulting
- Precise Technical Support (Basic)

Business Results

- At least 100% improvement in application performance (3 million transactions per day, compared to more than 1 million)
- 17% reduction in CPUs needed to run key application (from 96 to 80 processors)
- Three-month reduction in time to deployment
- 15% reduction in storage space needed for Oracle database
- Less than one year to full payback based on staff time saved