

WPM Helps COCC Deliver World Class Web Applications to Banks and Credit Unions

COCC is an IT service bureau that offers next generation technology services to community banks and credit unions. These services include core teller processing, eBanking, payments, business intelligence, risk management, data communications support, and many more mission-critical services.

With nearly 1400 servers and more than 100 websites, web applications are vital infrastructure in COCC's thriving operation. Little wonder that issues accessing those sites received the highest level of attention in the company.

Performance from the End-User Perspective

COCC was experiencing an all too common problem with their vital web applications. Key websites were up, but there were times when some of the functionality was either in a degraded state or unavailable to some users. Base monitoring of the websites and servers was in place and in those cases, all lights were still green. COCC needed a product that could detect and alert on those issues as soon as they occurred in order to resolve them quickly. The appropriate choice was a product that could perform **synthetic end user testing**.

"We were already a SolarWinds customer, so it made sense to look at Web Performance Monitor (WPM)," says Evan Marks, Infrastructure Manager at COCC. "Our network group uses SolarWinds **Server & Application Monitor (SAM)** and is very pleased. I am a big believer in a single pane of glass, so SolarWinds definitely had the advantage."

CLIENT STATISTICS

Nearly 1400 servers

More than 100 websites

"I was impressed that we were up and running within 30 minutes of downloading the software. I dare anyone to find a product that is as easy to install, set up, integrate and get into production."

- Evan Marks, Infrastructure Manager at COCC

Implementation and Immediate Benefits

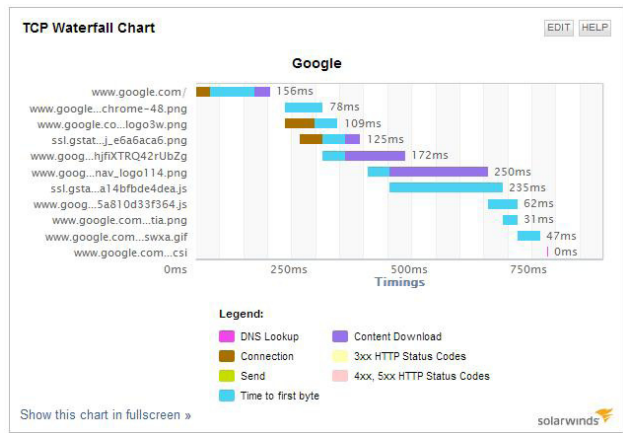
COCC installed a beta version of the WPM product, but even then, Marks could tell that the product was going to be a good fit.

"The fact that WPM integrated was a huge advantage," said Marks. "I also thought that it represented a terrific value for what it did. While I did look at a few competitors, I was impressed that we were up and running within 30 minutes of downloading the software. I dare anyone to find a product that is as easy to install, set up, integrate and get into production."

COCC also needed to know how its websites were performing 24 hours a day seven days a week. WPM enables the company to know, for example, if Monday and Friday between 9 and 11 a.m. one of its applications is slower than the rest of the time. That information can tie that back to the SAM information on the servers themselves, giving COCC a way to diagnose the issue and also to plan for future capacity.

"We are testing sites both behind and outside the firewall," said Marks. "That was a must-have capability. We are evolving our monitoring capabilities as our needs change. We started with a single monitoring machine; now we have multiple machines. We are monitoring our e-banking site, our e-statement sites, and our Oracle Financials site. We started out by alerting when sites went down, but now we are doing much more."

This arrangement has enabled Marks and his team to solve one particularly vexing problem. "It was a service that hung up every once in a while. With WPM, we were able to tie the monitor into the Orion alerting engine to automatically restart the service if it's hung up. In the past, we might not have known about the hung service until we got a customer phone call. Now we get an email that says the service was restarted successfully. It's checking system performance every 15-30 seconds, so we can really provide great performance with that application and provide our customers with ever increasing levels of availability."



COCC uses SolarWinds Web Performance Monitor to monitor how their 100+ websites are performing 24/7.

Plans for the Future

COCC is planning to expand its monitoring capabilities with business service views using SolarWinds' dynamic service groups.

"We'll take the key application components for those services and develop maps for each so we can actually see how the service is performing using dashboard displays in red, yellow and green."

Dynamic service groups enable them to alert on the components as a service and quickly drill down when there is an issue to find the cause.

"The product has evolved quite nicely," said Marks. "SolarWinds listens to people and their requests, and then delivers on their promises. There is a lot of agility. We are banking on SolarWinds and the SolarWinds suite of products to be our toolset for monitoring, and we are looking to implement additional modules in the future. We have been happy with the product, and intend to keep using it going forward."

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