

WebTuna delivers global success



WEB Tuna

FoundationSP use WebTuna to help Ricardo engineer faster SharePoint access for users globally



Ricardo, a global engineering, environmental and strategic consultancy, with more than 3,000 employees around the world, asked FoundationSP (FSP) to re-engineer its SharePoint solution so that performance was as good for end-users around the world as it was for those working at the headquarters in the UK.

To ensure accurate monitoring of real user performance as experienced by Ricardo end-users, FSP deployed WebTuna from Application Performance.

The Challenge

Ricardo had significant performance challenges in their environment. Their UK hosted SharePoint platform meant latency for users in the US and China. This latency caused poor performance, which impacted many of their employees.

FSP addressed this problem by implementing additional regional hubs in China and the US, providing an architecture that linked the three farms together. End-users could access a single platform while three separate sets of infrastructure supported their activities, effectively reducing latency and improving performance

for all end-users by moving the information required closer to the users.

To measure changes in performance, tests were required. Initially FSP used a process that took 5 days of manpower to setup, configure and run a test, followed by more work to collate the data and produce helpful charts. The time and effort required to complete each test made incremental improvements difficult and time-consuming to achieve.

“ We rely on WebTuna to track the real user experience before, during and after any change. The level of performance information we get from WebTuna is not something I’ve seen in any other product and helped us help Ricardo in unique ways. The granular level of detail as well as its ease of use provided a profound benefit, saved lots of time and helped the project succeed.

Paul Bevis
Solution Architect at FSP

The Solution

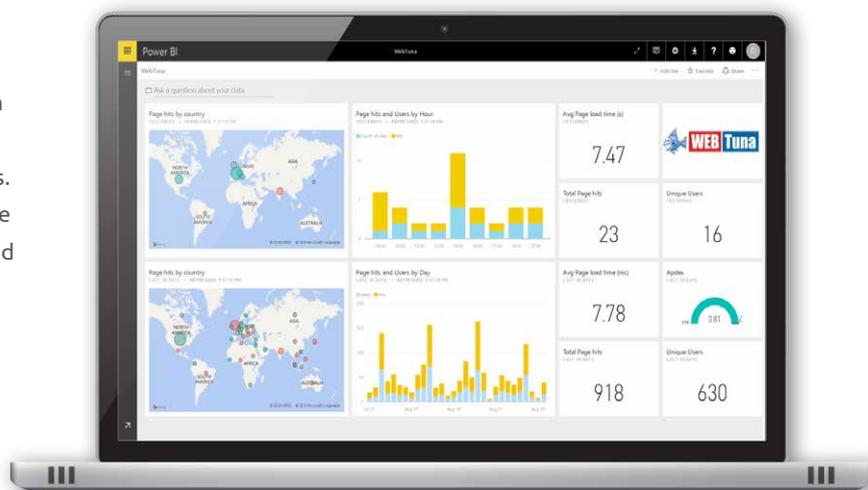
FSP choose WebTuna after extensive research to determine which tool would provide the real-time real-user monitoring needed to reduce the time spent evaluating performance before and after each improvement. WebTuna allowed FSP to immediately see the impact of each change, rather than having to wait 5 days and invest significant manpower to produce and evaluate the same data manually. "The business case to justify the purchase of WebTuna was very straightforward when you compare its very reasonable annual subscription against the time and effort of doing this work manually with Google Analytics and VisualStudio."

Paul Bevis, Solution Architect for FSP, cited multiple reasons why WebTuna was so compelling. "Rather than only monitoring performance while running manual tests, WebTuna continuously monitors performance 24x7, providing us with insights into performance around the clock. This allowed our team to review data at any level and at any time rather than just during the 12 hours test periods. We could immediately show the impact of our changes and see if we were winning or losing in terms of performance, with the data to back it up. We rely on WebTuna to track the real user experience before, during and after any change. The level of performance information we get from WebTuna is not something I've seen in any other product and helped us help Ricardo in unique ways. The granular level of detail as well as its ease of use provided a profound benefit, saved lots of time and helped the project succeed."

“WebTuna provides invaluable insight into the performance and usage of our Global multi-farm SharePoint environment. With just a few clicks, we can see both real-time real-user activity showing how SharePoint is being used worldwide and highlight problems that need troubleshooting.”

FSP showed us how easy it was to get WebTuna installed and working; with hindsight, it would have saved us significant time and effort if we had come across WebTuna sooner. It would have helped us gather a true picture of performance and usage, rather than having to rely on anecdotal user feedback.

Dave Sexton
Business Systems Service Delivery Manager at Ricardo



Key Benefits WebTuna provided

- ▶ Allowed performance monitoring prior to implementation of new hubs, showing performance differences as new hubs came online. "You could immediately see the positive impact of the new hubs for individual users"
- ▶ Provided historical place markers so that the impact of changes that have occurred during development and deployment could be evaluated. "We love the fact you can add a sticky-note for every change we make in the WebTuna timeline, it ensures you always know why performance or usage changes at a specific point in time"
- ▶ Continually confirm that users are able to upload and download files to SharePoint as well as recording how long it takes for those file transfers to occur. "It was great that WebTuna provided us with SharePoint availability as well as performance information"
- ▶ WebTuna allows you to drill down into performance by server to ensure individual machines are healthy. Just looking at averages, masks the truth, with poor performance on a specific SharePoint server being hidden if the rest of the servers in a farm are performing at or above expectations
- ▶ Integration with Power BI Dashboard provides a visually appealing and interactive dashboard that allows users to drill down into performance data. This provided FSP greater depth during presentations to clients with interactive data sets
- ▶ WebTuna can also be used for any web-based application and is not just limited to SharePoint

The Results

FSP were able to successfully improve SharePoint performance across the board for Ricardo, with WebTuna helping them show the immediate impact of changes as they were made over time. "This project would not have been as successful if we couldn't show the exact statistics related to the performance improvements that were made and the positive impact on the end-user's experience. We would thoroughly recommend WebTuna to other Microsoft Partners and Companies using SharePoint."

In working with Application Performance, FSP found a partner who was willing to go the extra mile to answer questions, jump

on calls and provide demonstrations. "Their dedication offered a great deal of benefit to us," says Paul, "it was ideal in terms of a partnership – they were extremely helpful and patient throughout the process."

Ricardo also use WebTuna as a key tool on their helpdesk so that when users call in with problems, WebTuna data can show exactly what the user was doing when they hit a problem, helping the user and the customer engineer more quickly get to the root-cause of a problem.



Foundation SP is a contemporary and dynamic technology solutions provider, based in the UK and Spain. We are proud to be recognised as the winners of the UK's Best Place to Work Small Business 2017 for the second year running and ranked #3 Best Workplace in Europe 2017 by the Great Place to Work® institute.

We are an established, award winning Microsoft Gold Partner. By leveraging this technology platform, we help you focus on positive and progressive outcomes to allow your staff, clients and partners to connect, communicate and collaborate in our rapidly evolving world.



Ricardo is a global strategic engineering and environmental consultancy that specialises in the transport, energy and scarce resources sectors.

Through our multi-industry knowledge and deep technical expertise, we are uniquely positioned to handle our clients' toughest strategic and operational challenges, with assignments that have included strategy development, cost reduction, safety management, regulatory compliance and environmental impact assessments.

And, across everything we do, in every assignment we undertake, we remain committed to the ethos of our founder, Sir Harry Ricardo, one of the most innovative engineers of his time, who in 1915 set out on a mission to 'maximise efficiency and eliminate waste'.

WebTuna Power BI Content Pack

The WebTuna Power BI Content pack provides an additional way to slice and dice your hugely detailed websites performance and usage data. The content pack pulls in every hit from every user for the previous day so that you can slice and dice this data however you like by any of the dimensions that WebTuna collects.

You can see how usage and performance is trending as well as providing a visual way to drill down into the data. Visualisations such as tree maps allow new and interesting ways to view your WebTuna data.



For more details visit...

[blog.webtuna.com/
introducing-webtuna-
powerbi-content-pack](http://blog.webtuna.com/introducing-webtuna-powerbi-content-pack)



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