

WebTuna delivers faster SharePoint



WEB Tuna

Faster SharePoint combined with continual real end-user performance monitoring make all the difference at COWI

COWI

COWI is a Danish consulting group with a team of over 6,000 employees working together with external partners, coordinating more than 15,000 projects on behalf of customers around the world. Slick communication is a fundamental requirement and slow SharePoint performance was getting in the way of business.

The Challenge

Using SharePoint as a primary means of communication, the business created an intranet known as COWIportal that was deployed worldwide. Having run into performance problems COWI engaged with Application Performance in order to deploy its WebTuna product, to truly understand the performance and quality of service being provided to end-users, and Optimize SharePoint Accelerator to improve the speed of the site, particularly when users are located many thousands of miles from the datacenter in Denmark.

“ We immediately understood that WebTuna offered the real end-user experience information we wanted to monitor.”

Frederik Bonde Nielsen
Chief Portal Specialist at COWI

We spoke with Frederik Bonde Nielsen, COWI's Chief Portal Specialist, to gain a better understanding of the issues that sparked interest in these innovative technologies and the benefits they are already seeing.

“COWIportal governs our communications process in all parts of the business – network news, the sales process, business support, IT and purchasing. Around the globe we are adding 4000 to 5000 projects every year, each of which uses a customised SharePoint

template in order to invite customers and external partners to collaborate.

“We did an IT survey last December and some of the feedback we received said COWIportal was ‘slow’, he explained. “Now, slow can mean many things – it can mean the time taken to display a webpage, download a file or even having too many clicks to get to where you want to go on the Portal. Either way, we realised we needed to understand more about what our customers were actually experiencing and also improve performance in order to save time and to help our team become more effective in their use of COWIportal.

“COWIportal processes phenomenal amounts of transactions daily and we’ve seen that even small incremental performance gains on each transaction amounts to an enormous time saving and greatly increased productivity overall. In addition, because we can monitor in detail the performance we deliver to our users around the world, there is increased confidence in our SharePoint system and greater buy in – better performance means a more responsive and easier to use system.

The Results

“Sitting in Copenhagen close to the datacentre it’s hard to fully appreciate that not everyone sees what we see or experiences what we do. Key to the whole improvement effort is to understand our users’ real experience and performance better. To do this, we originally used a PC based monitoring tool but this was not monitoring all our users and had to be moved from location to location which was simply not practical.

“When Application Performance introduced us to WebTuna we immediately understood that it offered the real end user experience information we wanted to monitor. Now we can continually monitor the end user experience and even trace how they navigate through the site.

“One of the most surprising things we have learned about COWIportal use, is that we now have people from 65 countries accessing SharePoint every month; we simply had no idea before.

“ We can continually monitor the end-user experience and even trace how they navigate through the site - anywhere in the world, in real time. Application Performance were really proactive at helping us get the installation absolutely right and are certainly part of our team going forward.”

Frederik Bonde Nielsen

Chief Portal Specialist at COWI



“Using WebTuna we can now monitor and track over time what portal users experience anywhere in the world, in real time. We are now able to better understand our users’ frustrations and we focus our improvements on what makes the biggest difference. Continuous monitoring with WebTuna now means we can pre-empt issues and quickly work to resolve problems before they get out of hand.



For more details visit...

www.webtuna.com



Tel +44 (0)845 452 4129

info@applicationperformance.com

Application Performance Ltd, Centaur House, Ancells Business Park,
Ancells Road, Fleet GU51 2UJ

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