



Company

Insight, Inc. (NASDAQ: NSIT)

Industry

Technology Solutions Provider

Location

Global

Challenge

24x7 code-level visibility into a complex, high-traffic production environment to spot performance issues early before they become problems

Application Environment

Highly Distributed J2EE

Requirements

Manage application performance in a high-traffic production environment to:

- Provide real-time 24x7 transaction coverage and capture with code-level visibility
- Proactively spot performance issues early before they become expensive problems
- Automate labor-intensive processes to raise productivity

Solution

dynaTrace Production Edition

enables Insight to quickly identify, diagnose, and resolve performance issues in a high-traffic production environment by:

- Providing real-time 24x7 transaction coverage and capture
- Quickly finding and analyzing performance bottlenecks
- Delivering root-cause-diagnostic data to developers
- Enabling the development of a "Production Early Warning System"
- Providing deep visibility into applications to streamline code
- Finding database and other redundant calls causing performance problems

"Before dynaTrace our performance data consisted of averages and samples, but we had no visibility into outliers which were the main issue. Finding their root-cause was difficult to impossible."



Insight, a Fortune 500 company, is a technology solutions provider serving global and local clients in 170 countries. Today, thousands of clients, including more than 80% of the Global Fortune 500, rely on Insight to acquire, implement and manage technology solutions to empower their business. Insight provides software and licensing services globally, and offers a comprehensive portfolio including hardware and value added services for their clients in North America and the U.K.

Challenge: As one of the world's largest software resellers (among many offerings) and member of the Fortune 500 with over \$4.8 Billion in revenue, Insight averages millions in sales every day. This sales volume is supported by a SOA-based production environment that powers both Insight.com and internal systems processing massive transaction volumes every day. On average, each transaction hits at least 8 systems in Insight's distributed production environment making performance management a complex – and growing – challenge.

"We have a highly-distributed, high-volume production environment. Each transaction hits multiple systems as it executes, so it's challenging to tie everything together," explains Keith Marshall, Lead Developer, Insight.com. "Before dynaTrace our performance data consisted of averages and samples, which provided no visibility into outliers which were the main cause of performance issues. Finding their root-cause was difficult to impossible."

"Before dynaTrace our methods of issue detection and root-cause investigation were lengthy and involved," said Marshall. "Immediately after a production issue, we'd collect pre- and post-incident state information, which took a lot of time. In addition to the effort of collecting the data, we were also challenged with the various formats that the data was presented in – further lengthening the process of obtaining any useful information."

Solution: After a thorough competitive review, Insight selected the dynaTrace [Production Edition](#) as the only solution that could deliver the 24x7 transaction-level visibility and performance diagnostics for their distributed, complex production environment. dynaTrace's Continuous APM platform with [PurePath](#) gives Insight's production managers, architects and developers a common framework and dataset with which they can quickly and efficiently identify, diagnose, and resolve application performance issues.



Figure 1: Operations Dashboard view

