



**Company**  
Peopleclick

**Industry**  
Human Resources Technology and Services (SaaS: Software-as-a-Service)

**Location**  
Global

**Challenge**  
Improve performance in their applications by rapidly diagnosing problems throughout the lifecycle, especially in production

**Application Environment**  
WebLogic/Java & .NET

- Requirements**  
Manage application performance in production environment to:
- Provide real-time transaction coverage and capture 24x7 with code-level visibility at low Overhead
  - Proactively spot performance issues early before they become expensive problems
  - Easily share data among lifecycle teams, both internal and external

- Solution**  
[dynaTrace Production, Test & Development Editions](#) enables Peopleclick to quickly identify, diagnose, and resolve performance issues throughout the lifecycle by:
- 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

*“Prior to using dynaTrace we would rely on educated guesses as to what course of action to take. This would often result in wasted effort - making code or configuration changes that didn't always solve the root problem.”*



**Peopleclick** is a leading provider of software and services that empower companies around the world to find, attract and hire quality people – in less time, with less risk. Peopleclick’s technology, consulting expertise and support give companies the vision and flexibility to strategically manage all of their talent resources—whether they are salaried, hourly, or contingent. Founded in 1997, the privately-held company currently serves 1,800 clients in 192 countries, including 54 of the Fortune 100. Peopleclick products support users in organizations ranging in size from large, multi-national corporations to small and medium-sized businesses.

**Challenge:** The attraction of software-as-a-service (SaaS) is in combining applications across the internet into an intuitive interface that users can easily navigate. The problem is that such interfaces, however, require complex software – and equally complex business relationships – on the back-end to provide the functionality users demand. Peopleclick deploys its software as a hosted SaaS application that its customers can configure in many different ways.

With its Recruitment Management System (RMS) the same code base supports over 2 Million users in different configurations, so organizations have the flexibility to apply Peopleclick’s candidate portal in ways that best meet their needs. Peopleclick RMS manages over 67 million resumes for hundreds of organizations, many of which are Global 2000 companies including McDonalds, T-Mobile, Siemens, Lowe’s, GlaxoSmithKline and Cingular. At any given time over ten thousand users are on a system processing 4.5 million daily page views, managing over 53 million candidates.

Along with rapid root-cause diagnosis of production issues, Peopleclick wanted to proactively capture and report on its production data on an ongoing basis so it could spot issues before they became critical and securely share data with internal architects and developers, as well as technology partners to maintain service levels.

**Solution:** After a thorough competitive review, Peopleclick selected dynaTrace over offerings from CA Wily and other leading vendors for its 24x7 production root-cause diagnostics and ability to bridge the gap across the application lifecycle. dynaTrace’s Continuous APM platform with [PurePath](#) gives Peopleclick’s [production managers, testers, architects and developers](#) a common framework in which they can quickly and efficiently monitor, resolve and prevent application performance issues.



**Figure 1: Operations Dashboard view**

*“dynaTrace helped us short-circuit that cycle by ending the guesswork on our part. It allows us to get right to the root cause of the issue so we can find it and fix it.”*

*“Without dynaTrace we would still be guessing. It enabled us to do something in under a day that before would have taken at least a month.”*

*“dynaTrace helps us see under the covers for frameworks like Hibernate that help our developers to be highly productive, but are also highly complex. Non-optimal configurations in Hibernate can cause excessive database requests, impacting performance. dynaTrace gives us visibility into frameworks like Hibernate to help us spot those redundant calls before they become a problem.”*

*“If one of our operations managers finds an issue, we can look at it in the API view and see immediately if it’s part of our application or one of our third-party components. If we see that a problem may be with one of our third-party partners, then we can package up the PurePath and send it to them so they can help resolve the issue without needing access to the application itself.”*

*“As a service provider, we’re entrusted with our customer’s data. Absolute data-privacy is a non-negotiable. With dynaTrace we can give our vendors and partners the visibility into the application they need while also keeping our customers’ data fully private.”*

*“People tend to throw hardware at problems. Do I need more WebLogic app servers? Do I need more iron? With dynaTrace, it’s easier to make those capacity planning and hardware deployment decisions based on real data, not guesswork.”*

**Results:** Employing an array of several lightweight dynaTrace agents on a cluster of WebLogic and Microsoft IIS Application servers, Peopleclick is able to improve performance in its production environment by tracing performance issues in discrete transactions to their root cause (what dynaTrace calls the “PurePath”). It can then share PurePath data with internal and external developers, as well as generate data in QA/load testing to isolate and resolve issues before becoming expensive problems in production.

“It’s all about being proactive and providing a reliable service for our customers” said Peopleclick’s Chief Architect Dave Anderson. “Prior to using dynaTrace we would rely on educated guesses as to what course of action to take. This would often result in wasted effort - making code or configuration changes that didn’t always solve the root problem.”

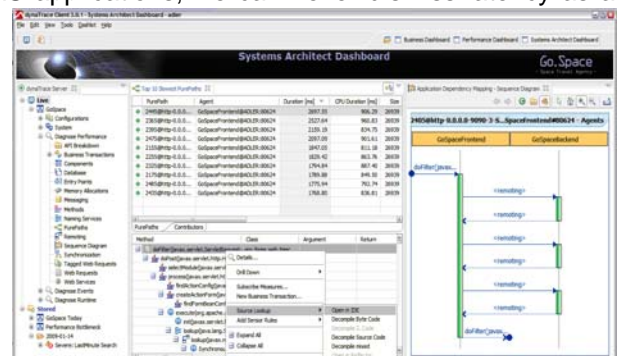
Rather than wasting cycles on guesswork, Peopleclick can now isolate the root cause of production issues in minutes and collaborate across the lifecycle on a fix. “dynaTrace helped us short-circuit that cycle by ending the guesswork on our part,” Anderson said. “It allows us to get right to the root cause of the issue so we can find it and fix it.”

Recently, for example, a large Peopleclick customer (a leading US retailer) made a major change to their SaaS application without prior notice, causing latency issues. Using dynaTrace, Peopleclick was able to: 1) quickly identify the root cause of the issue, 2) code the fix, 3) validate the improvement in their performance test lab, and 4) deploy the changes back to production **all within the same day**. “Without dynaTrace, we would still be guessing,” Anderson said. “It enabled us to do something in under a day that before would have taken at least a month – if we could even have found the issue.”

Peopleclick also uses dynaTrace to gain visibility into software frameworks. “dynaTrace helps us to see under the covers in frameworks like Hibernate that help our developers to be highly productive, but also are highly complex,” said Anderson. “Non-optimal configurations in Hibernate can cause excessive database requests, impacting performance. dynaTrace gives us visibility into frameworks like Hibernate to help us spot those redundant calls before they become a problem.”

Running dynaTrace in production further enables Peopleclick to capture data on an ongoing basis to begin to spot other performance trends before they become big issues, for example issues around remoting calls to various search and document conversion engines. “With the complexity in SaaS applications, we can never dismiss latency as a non-issue,” says Anderson. “We have to proactively manage and prepare capacity plans for our production environment, and dynaTrace is a key enabler in that.”

Once the PurePath data is captured, Peopleclick staff can view the data provided in the dynaTrace client in various ways enabling the company to slice and dice the data to break down where any potential issues may be arising.



**Figure 2: Systems Architect Dashboard view**

“If one of our operations managers finds an issue, we can look at it in the API view and see immediately if it’s part of our application or one of our third-party components,” said Anderson. “If we see that a problem may be with one of our third-party partners, then we can package up the PurePath and send it to them so they can help resolve the issue without needing access to the application itself.”

dynaTrace also helps Peopleclick give 3<sup>rd</sup> parties access to production performance data without having to give them access to production data itself. “As a service provider, we’re entrusted with our customer’s data. Absolute data-privacy is non-negotiable,” says Anderson. “With dynaTrace, we can give our vendors and partners the visibility into the application they need while also keeping our customers’ data fully private.”

Finally, dynaTrace has given Anderson the data he needs to make more informed decisions on hardware and other technology investments. “People tend to throw hardware at problems: Do I need more WebLogic app servers? Do I need more iron?” says Anderson. “With dynaTrace, it’s easier to make those capacity planning and hardware deployment decisions based on real data, not guesswork.”