



Reducing the Cost of IT:

Boosts Application Database Performance to Reduce Cost and Facilitate System Rollout



Performance Problem Diagnosis Improves End-User Response Times and Drives Down Hardware Requirements for a Major Canadian Telco

“Rogers was faced with a performance troubled rollout that was set to cost twice the vendor estimated hardware budget. In just 2 weeks, CPT Global identified and successfully resolved our major challenges, saving more than 60% of our backend server cost.”

Jerry Brace,
EVP & CIO,
Rogers Communications

Rogers Communications® is a leading provider of Wireless, Cable TV, High Speed Internet and Home Phone services to consumer residences and businesses across Canada.

The Challenge

Rogers was in the final stage of rolling out a customized version of the ClickSoftware ServiceOptimization suite for the scheduling of customer appointments and the optimization of technician time and schedules.

The business was under pressure to adapt to the new system. This was made all the more difficult by periodic performance issue and severe response time problems

From an IT perspective, the Oracle® database CPU consumption was exceeding full rollout estimates with fewer than 50% of end user technicians configured. The largest region, The Greater Toronto Area (GTA), accounting for almost 50% of load, was yet to be commissioned.

CPT Global was invited to examine the application and database performance with a view to reducing the CPU consumption and to create headroom for the GTA rollout.

The Solution

CPT Global initially analyzed the Rogers systems remotely using the Perfmaster tool (CPT's proprietary expert system for Oracle®), to determine the scope of on-site analysis required.

CPT Global placed a single consultant on site at Rogers in Brampton, Ontario for 2 weeks. Additional remote expertise was available from other CPT specialists when required.

The onsite consultant worked mostly independently, but cooperatively with Rogers' staff, to identify the key symptoms and trace the root causes of the excessive CPU consumption.

CPT quickly found a series of underlying issues. A small set of concise recommendations was presented for technical and management consideration.

Recommendations ranged from two new indexes to optimization management changes and the implementation of an Oracle® patch to overcome a rarely encountered CPU-spin bug. Critically, no application code changes were required, substantially simplifying the process of testing and implementation.

The Results

The detailed recommendations and testing conducted by CPT enabled Rogers to quickly validate the improvements and implement the necessary changes. Several changes were implemented concurrently to enable on-schedule Toronto rollout.

The results were extremely impressive. Overnight the demand for backend CPU was reduced by over 60%. End-user performance problems almost entirely disappeared. The GTA rollout proceeded without incident.

“CPT Global saved us more than \$650,000 in hardware costs, alone.

This represents a return on investment greater than 30:1.

A great result for Rogers.

I can't recommend CPT Global highly enough.”

Mark Segal,

Rogers Communications Inc.

CPT Global

CPT Global Limited (CPT) is an established and proven IT consulting services company operating in the North America, European and Asia-Pacific markets. CPT is a market leader in the provision of independent IT services associated with its core competencies of Performance Tuning, Capacity Management, Performance Testing and IT Management Consulting.

CPT's methodology identifies areas where system and application performance can be enhanced, therefore reducing costs and improving customer service. CPT uses a 'quick hit' review combined with a range of tuning tools and proven processes to go beyond a theoretical saving and achieve real, measurable results.

All of CPT's Technical Consulting services are aimed at reducing ICT costs. Through expert performance tuning, CPT can identify opportunities for immediate and sustainable cost reductions in both mainframe and midrange environments as well as contribute to Green IT goals as a by product.

For more information regarding CPT Global please visit our website: www.cptglobal.com

CPT Global USA:

410 Park Avenue, 15th Floor,
New York NY 10022
Telephone +1 917 210 8668
Facsimile +1 917 210 8182

CPT Global UK:

Parkshot House, 5 Kew Road
Richmond, Surrey, TW9 2PR
Telephone +44 20 8334 8085
Facsimile +44 20 8334 8541

CPT Global Germany:

Landsberger Str. 302
D-80687 Munich
Telephone +49 89 9040 5955
Facsimile +49 89 9040 5965

CPT Global Melbourne:

Level 1, 4 Riverside Quay
Southbank VIC 3006
Telephone +61 3 9684 7900
Facsimile +61 3 9684 7999

CPT Global Sydney:

Suite 3, Level 5/80 Clarence St
Sydney, NSW 2000
Telephone +61 2 8234 7400
Facsimile +61 2 8234 7499

CPT Global Canberra:

Level 4, 161 London Circuit
Canberra ACT 2601
Telephone +61 2 6206 9700
Facsimile +61 2 6206 9799

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