

Stratsys — Minutes, Not Days, in Problem Resolution



CUSTOMER STORY

Customer



Industry

Business Performance Management

Challenge

- Troubleshooting time-consuming for team
- Customer problems were difficult to reproduce or find a cause for
- Inability to see complex customer configurations
- Proactive customer support nearly impossible
- Testers needed better tools to analyze data for load testing

Solution

Dynatrace

Results

- Ability to see all transactions end-to-end across all layers of their browser-Cloud application
- Proactively resolve issues in live systems before customer contact tech support
- Deeper analyzes and ability to take memory dumps when load testing

BUSINESS CHALLENGE

With their Cloud-based SaaS solution, Stratsys is a leading Swedish supplier of business performance management services. As with most modern applications, the Stratsys technical environment is complex: It includes a browser-based client relying heavily on JavaScripts and AJAX, as well as Cloud-hosted .Net applications with a SQL Server database and multiple third party frameworks such as Castle and NHibernate.

The Stratsys tool has a high user-configurability, which means that customers can decide what and how much data they would like to see via different configurations. But when developing or troubleshooting new features, it was difficult for Stratsys to understand the various configurations customers had created or attempted in the tool. When customers called in with problems, it was very time-consuming and required too many resources for Stratsys to understand the issues. Within Stratsys, issues were sent back and forth between the support and development department, and the company was often obliged to contact the customers several times to learn where problems occurred.

When Stratsys tried to optimize performance, they invariably had to make a customer site visit. And, typically, they would discover that a specific customer configuration caused unacceptably slow system speed.

Stratsys needed to pre-empt customer issues rather than continuously react to customer calls. They needed the ability to monitor how individual users at their customer installations experienced the system based on the settings and views they had chosen. Essentially, they needed a more powerful tool during load testing, one that could give them deeper analysis of more data.

SOLUTION

After a thorough review, Stratsys selected Dynatrace to define a new standard in test center productivity and collaboration with the development team.

The Dynatrace platform, with PureStack™ and PurePath Technology®, gives Stratsys' technical team a common framework for collaboration to quickly and efficiently identify, diagnose, and resolve application performance issues.

“Stratsys chose Dynatrace because we found it easy to work with. It has an easy interface and very good filter options, as well as an overview of the client side,” said Tobias Eriksson, Enterprise Architect. “Also, it was the most powerful and configurable tool compared to the competitors.”

RESULTS

“We can now work proactively with our customers and their users. Instead of waiting for a customer to call in and report a problem, we can now see where the problems and slow applications occur and fix them before they affect the customers.

This was impossible for us to do before we had Dynatrace,” said Anders Klintelius, CTO at Stratsys.

With Dynatrace in place, Stratsys is now able to see all transactions end-to-end across all layers of their browser-Cloud application – what end users click, etc.

“Previously it was very time-consuming to identify the problem with the customer, since the tool is very configurable. The problems might depend on one or more of many parameters, but with Dynatrace in place, we can now track each user and see what they have clicked on, where and how much and what settings they have done in the tool,” said Klintelius. “This means that we can find out what causes the application to run slow for them. Before we had to call the customers more than once before we could find out where the problem occurred.”

Stratsys also needed a more powerful tool for their load testing. “We wanted a solution that gives us deeper analyzes and helps us find where the bottlenecks are. With Dynatrace we can do both and also take memory dumps and find out about applications running slow during high load,” Klintelius said.

Stratsys was also struggling with how much hardware resources (servers) they used and how it behaved during the peaks. Before Dynatrace, they had a very unequal load on the servers. Now they can work proactively and at an early stage identify when they need to purchase additional hardware and distribute the load over more servers.

While doing the POC, Dynatrace uncovered a problem in log4net, a performance issue that had not appeared previously in log data and which Stratsys was unaware of. Dynatrace has also helped them discover memory leaks, both on the client and the server sides.

Next steps for Stratsys include configuration of dashboards and alarms for monitoring, as well as continuing this sort of proactive support for their customers

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