SRINSOFT

ESB Support and Maintenance

We help clients adopt to technologies that make their business better!

Client Summary

- Australia's number one low-cost airline. It is a subsidiary of Australia's number one Airline company, created in response to the threat posed by low-cost airline Virgin Blue.

- The airline operates an extensive domestic network as well as regional and international services from its main base at Melbourne Airport, using a mixed fleet of the Airbus A320 family and the Boeing 787 Dreamliner

Executive Summary

- The client is the largest low-cost airline in Australia and SrinSoft Technologies is responsible for managing a number of its core applications which helps keep the company function at the highest level and planes airborne.

- Support, monitoring, and maintenance of production servers and IT infrastructure form an integral part of any organization. It helps the business to be agile, reduces downtime and helps increase revenue.

Business Challenge:

- Client incurred higher cost on monitoring procedure with less productivity.

- The client requires 24x7x365 support with 4 times more resources and 50% less cost than the current setup.

Technical Challenge:

- Stability issues, improper application programs create memory leaks result in unnecessary logs filling system disk space.

- The total monitoring system was in disarray since it is a legacy monitoring tool it relied more on conventional scripts.

- The solution must be an additional architecture instead of disturbing existing systems.

SrinSoft Solution:

Our consultants have created a set of rules, procedures, and practices to bring the ESB server architecture to a stable state. The following breakdown structures are used to mitigate the challenges and the uninterrupted system.

Transition support to offshore

a) Existing monitoring was maintained as on-call support whereas resources will be operating from offshore.

b) SrinSoft identified the lag in monitoring and replaced the existing system with 24*7*365 support structure.

c) Support plan was transitioned to the offshore facility to a team contains highly specialized and RedHat certified Linux and JBoss administrators. Offshore facility centre located in Chennai, India

Reengineering:

a) SrinSoft Consultants preferred to utilize the existing monitoring tool in an effective way.

b) Out of two various monitoring tool (JON and Fuse HQ) our consultant preferred FuseHQ for dynamic monitoring of the client ESB architecture

c) Monitoring scripts were slowly retired from the day to day usage and all metrics were moved to FuseHQ

24x7 Monitoring:

a) Rotational support plan was implemented to manage a team of 7 engineers in 24/7/365

b) Daily and weekly reporting, tracking of alerts, tickets, managing SLAs were added.

c) Monthly KPI reports been generated based on weekly reports to measure team performance.

Automating tasks:

a) Prior to automation weekly application restart requires 1 hour. After automation, it downsized to 15 mins for the weekly restart. Results saving 2 hours a month ~ 24 hours a year ~ 3 days work saved

b) All applications logs were backed up with automated scripts to avoid disk space issues

Debugging renewed:

a) Application debugging identified serious memory leaks and it was assigned to developers for bug fixing.

Monitoring:

Monitoring is the heart of the support structure and proactive monitoring the key to successful support delivery. A six staged approach was followed to bring the ESB monitoring infrastructure together

- Discover
- Organize
- Monitor

- Control

- Alert, Notify, Escalate

- Present, Visualize, Analyse

Tools

- Monitoring tools are essential for keeping track of servers. The tasks range from server discovery, server health & application monitoring and remote management. FuseHQ monitoring server was used for this task. Bash scripts were used only when necessary and sometimes in conjunction with the tool.

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