



***“Whereas many consultancies would possibly take weeks to deliver, once on site, Verify Solutions began to demonstrate immediate value”.***

John Summerfield, Infrastructure Manager, Control Techniques.

### Looking for a solution

Control Techniques is part of Emerson Industrial Automation and excels in the design and manufacture of variable speed drives used to control motors in a wide range of scenarios including precision machines, high performance elevators and cranes. The business carries manufacturing, engineering and development facilities across Europe and Asia, along with local centres across 35 countries offering technical sales, service and design expertise.

The performance of business critical applications is paramount to the sales, manufacturing and distributions process. Explains John Summerfield, Infrastructure Manager at Control Techniques, “We run a 24 hour manufacturing process and subsequently, any disruption to IT delivery at any time of day or night can significantly impact the business.”

When Control Techniques experienced a performance issue, it was clear that immediate action was necessary to locate the cause and to implement a solution as quickly as possible. The system in question is used to run the entire manufacturing process and thus is critical to the Control Techniques business. The application is responsible for data collection, the production of bar codes and is a quality gate in the manufacturing process.

John continued “The daily system back up procedure had to be completed after taking the system “off-line”, thus creating a 30 minute or so period where the system was unusable. Following this period, the ran slowly for a further indeterminate period. Under a 24 hour manufacturing process, this position was unacceptable to the business and was certainly unsustainable.”

A number of options were considered by the IT department including redeployment of the application, however, without being able to truly identify the specific cause of the current performance concerns, the improvements that would be gained under differing deployment scenarios couldn't be quantified.

### Finding an answer

Control Techniques needed immediate valuable information to determine the precise cause of the performance issues and the appropriate method of future deployment to ensure optimum performance.

To achieve the first of these objectives Verify Solutions, worked with the Control Techniques team to identify key transactions within the application environment and conducted deep level analysis on these areas to bring immediate information determining the root cause of the current performance issues. Said John “Whereas many consultancies would possibly take weeks to deliver, once on site, Verify Solutions began to demonstrate immediate value”.

Having understood the true cause of the current issue, the next challenge was to assess the most appropriate method of deployment for the system whilst providing indications of the theoretical limits of the system under differing deployment methods.

Under this phase the application, supporting infrastructure and network, usage patterns and growth predictions all needed to be taken into account, resulting in a statement of work describing the options open to Control Techniques and importantly a method to validate the value of each option. “Verify Solutions took a “tools agnostic” approach acting as part of our team, delivered recommendations truly in our best interests”.

Knowing what the initial performance problem was so quickly meant that Control Techniques could implement a remedy immediately, saving business impact. Equally as valuable, identifying the benefits and options in differing deployment options placed Control Techniques in a position to plan the future of the systems based on solid evidence and recommendations.

“We've been exceptionally pleased with the partnership with Verify Solutions and is already looking at other areas in which they can help us deliver improvements.”

**John Summerfield, Infrastructure Manager, Control Techniques.**

### About Verify Solutions

Verify Solutions Limited use leading edge IT performance analysis technologies to help customers reduce cost and improve productivity. We allow our customers to resolve application quality, performance and scalability concerns rapidly and effectively.

It is our aim to improve the cost-effectiveness of application development and support and to reduce the level of risk associated with deploying and scaling those systems. We believe that the timely resolution of issues in business-critical software applications is key to the protection of an organisation's productivity and profits.