

**DEBENHAMS**

“Verify Solutions rapidly delivers results at both a technical and business level”...

Paul Munday, Network Services Manager, Debenhams Plc.

Looking for a solution

Debenhams has 153 stores now and 60 stores in 23 countries internationally. They now employ 27,500 people. And are visited by well over 16 million customers each year.

IT plays a pivotal role in supporting the operation and profitability of the company. The applications which support the business operation must perform to the required standards. Downtime in operations can significantly impact the business. When Debenhams sees degradation in application performance, it is critical to pinpoint the specific cause and take immediate remedial action.

Says Paul Munday, Network Services Manager at Debenhams; “At Debenhams, we don’t want to be reactive to issues as they arise; we want to be ahead of the game and visualize the effect of an application on our network and vice versa. That way, we can pre-empt issues in advance of deployment and tackle them quickly if and when problems occur”.

Debenhams experienced one such issue with a 3rd party application performing poorly, resulting in downtime and quantifiable financial impact to the business. Paul explained; “We were suffering the well known problem of identifying the offending piece of the jigsaw – the servers, the network, the client, or the application”. The IT team had been working with the software developers to find the answer; however Debenhams needed solid evidence, meaningful to all involved, including the business.

Finding an answer

Under a concise engagement, utilising the power of leading tools and methodologies, Verify Solutions, worked with Debenhams to identify the key application transactions to be analysed and quickly captured detailed application traffic information, delivering clear reports on the results.

Verify Solutions modelled the transactions to predict the performance to be attained under differing connectivity scenarios, offering critical information to help optimise the performance of the application into the future.

“Verify Solutions delivered in days what many companies may take weeks to uncover. Not only did we know immediately what the real problem was, we even managed to begin to implement the remedy there and then!” explained Paul. “The information delivered by Verify Solutions is concise, meaningful and relevant to IT and business personnel alike.”

Since that first engagement, Verify Solutions and Debenhams have worked together to understand the behavioural characteristics of other applications and to model their performance to assure delivery.

“We are always looking to improve performance in the delivery of applications and our partnership with Verify Solutions has delivered a very healthy return on investment to date. I am sure we will be working closely with Verify again to deliver those improvements.”

Paul Munday, Network Services Manager, Debenhams Plc.

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.