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Bjørn H.Moshuus, Corporate IT Director, Elopak AS.

Looking for a solution

Based in Norway, and wholly owned by the Ferd Group (one of Norway's largest privately owned industrial groups) Elopak is breaking new ground at every level of packaging including concepts, standards, food science and logistics analysis. The company has set high standards since inception in 1957, demonstrated by a total systems approach, uniquely characterising Elopak's contribution to the world of packaging.

Today Elopak is one of the world's leading companies within liquid food packaging, with the development, manufacturing, distribution and support operations of the organisation and associates in more than 40 countries and customers in over 100.

With goals to continuously launch products, develop systems, innovate and improve operational efficiency, the systems which support the business are critical to success. Says Bjorn H.Moshuus, Corporate IT Director at Elopak, “Quality in delivery performance, are vital.”

Elopak has implemented an ERP system across a number of countries including Netherlands, Austria, Switzerland and Germany, supported by a Data Centre in Norway. When performance problems arose, clear objective information was needed to help pinpoint the true cause of the issue.

As is often the case, establishing the genuine source of the problem was challenging, involving the internal IT team, the software vendor, the network provider and by nature, the business parties affected. Such was the seriousness of the issue that Elopak stopped the rollout to additional countries until the problem could be resolved. Elopak required solid evidence based on key performance metrics to truly address the issue.

Finding an answer

Working with Verify Solutions, Elopak identified key business transactions affected by the performance problem and through a succinct engagement, utilising the power of leading tools and methodologies, Verify Solutions, quickly captured detailed application traffic detail, delivering clear reports on the results.

The goal of the exercise was to detail the behavioural characteristics of the application by understanding how it interacts with the network infrastructure and to truly pinpoint the source of the performance concern.

By reporting on the behaviour of the application when transactions were executed, Verify Solutions were able to report on the impact of the application on the infrastructure and vice versa. From this, and via a detailed analysis of the delivery mechanism, the location of the performance bottlenecks was explained and clear evidence presented to the management team at Elopak.

“We feel that Verify Solutions delivered an extremely effective and valuable project. Very quickly into the engagement, we were able to view exceptionally meaningful information which enabled us to take the right approach with all involved in the troubleshooting effort.” explained Bjorn. “Verify Solutions work was superbly carried out. It came up with analytics based on facts and findings that support some waterproof recommendations. This moved us forward very quickly towards a resolution”.

“We consistently seek to improve application performance and ultimately customer experience. Working with Verify Solutions has been an extremely good investment and we have already begun dialogue to see where else we may be able to see improvements”.

Bjørn H.Moshuus, Corporate IT Director, Elopak AS.

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.