

# Multinational Insurance Company Dramatically Improves Application Performance & Visibility

## PROBLEM

The IT group was receiving anecdotal feedback from the content management end users indicating that applications were “running slow”. Line of business executives would complain that their employees could not perform their job functions due to the perceived system slowdown. Management did not have the ability to measure actual system response time and verify against isolated user complaints.

## RESULTS WITH REVEILLE

- Provides management with metrics that track and validate the system performance of their systems.
- Identifies end users experiencing system challenges, and specifically the types of search transactions they were performing. Once identified, the insight into the search transaction trend allowed them to tweak the indexes accordingly, which reduced full text search times from over 40 seconds to 3 to 6 seconds.
- Increased customer satisfaction and reduced trouble tickets.

“ Reveille helped identify slow search transactions, some taking over 40 seconds. With this data, we were able to increase performance by improving the database indexes and now our searches are in the 3-6 second range. ”

## CUSTOMER SUCCESS

### Quick Facts

#### ORGANIZATION

American multinational property/casualty and life/health reinsurance company

#### INDUSTRY

Insurance

#### SOLUTION

Reveille for Documentum

#### ENVIRONMENT

- 3000 Documentum Users and over 50 Documentum servers
- Document capture with OpenText Intelligent Capture that comprises of over 20 servers