



## CASE STUDY

# Proactively Monitoring the Trading Floor Environment

## BROWN BROTHERS HARRIMAN

**CUSTOMER** Founded in 1818, Brown Brothers Harriman is the nation's oldest private commercial bank. The firm is among the leading providers of global custody, foreign exchange, private equity, merger and acquisition services, investment management for individuals and institutions, personal trust & estate administration and securities brokerage.

**CHALLENGE** Need to monitor and manage the end-to-end performance of applications and IT systems in mission critical trading floor environments and across globally distributed offices.

**SOLUTION** Reflectent's EdgeSight™ end-user systems management software

- RESULTS**
- Improved service levels due to proactive application monitoring.
  - Faster end-user problem identification and resolution.
  - Reduced costs by eliminating unnecessary desk-side visits.
  - Increased performance and availability of internally developed applications.

Rick Berk, Partner and CIO of Brown Brothers Harriman (BBH), needed his IT organization to be more proactive; to anticipate problems with the mission critical systems and applications on which his company is so reliant; in essence to detect and resolve issues before the end-user even knew there was a problem or was impacted by it.

To accomplish this, Berk and his team considered several solutions, including software that would log desktop activity or debug problem PCs. But these tools lacked scalability, didn't capture granular data, and also impeded system performance – unacceptable on a trading floor and in a globally distributed environment. Reflectent EdgeSight offered the best solution to help the IT organization achieve its goals of getting out in front of end-user issues and changing the perception of IT at the business level.

### LOW TOLERANCE FOR DOWNTIME

BBH's diverse computing environment is distributed throughout the world, running multiple operating systems on a variety of hardware platforms. The IT group manages more than 400 applications, more than half of which were internally developed. The application mix includes trading, foreign exchange, brokerage, security processing, terminal service emulation, and standard office applications.

The high-end applications have large processing requirements and there is little tolerance for downtime. While the IT group had a strong handle on availability at the server/data center level, their reputation was actually measured by the performance where it really mattered – at the business user.

### MEETING INCREASED END-USER DEMAND WITH FINITE RESOURCES

BBH's IT group faced a range of challenges as it strived to improve the support it delivered to the company's increasingly sophisticated end-users while at the same time controlling costs:

**Proactively manage performance.** This was the driving factor in deploying an end-user systems management solution. Could the IT group correct errors in home-grown applications before they crashed, implement a software or OS upgrade with a thorough understanding of the impact in advance, find a hard drive that's in the process of failing, or add memory to a maxed out PC before the end-user noticed degradation in performance?

“EdgeSight has provided a significant benefit to the technology organization, but more importantly, to our end users.”

**Rick Berk**

*Partner and CIO*

*Brown Brothers Harriman*

“EdgeSight provides us with a wealth of information that enables us to review our day-to-day performance from an end-user perspective and proactively address issues.”

**Dan Sauer**

*Vice President of End-user Computing*

**Reduce the time needed to identify and solve end-user problems.** A primary goal of the IT group was to minimize the need for users to report problems. In addition they looked for a way to more accurately and appropriately pass problems on to Level 2 techs.

**Reduce the volume of calls to the service desk.** The IT group needed a way to get out in front of problems, especially known widespread issues such as network delays, in an effort to reduce calls to the service desk.

**Manage and negotiate software licenses.** BBH needed to have a better handle on which third-party applications were actually being used across all devices.

**More efficiently manage a geographically dispersed user base.** With a computing environment spread over 16 locations on multiple continents, the IT group had difficulty gaining visibility into how applications were performing across all remote end-user devices.

Berk and his group knew that any solution they deployed had to be inconspicuous to the end-user, easy to use for the administrator and provide real-time monitoring because of how much the computing environment changed at BBH on a daily basis. It would have to be scaleable and compatible with the existing infrastructure. Reflectent’s EdgeSight met all of these criteria.

### PROOF POINTS PROVEN

The company lab-tested EdgeSight to ensure that it would not negatively impact end-user performance as other solutions had. During the pilot, the BBH team found that the server and client components of EdgeSight deployed quickly, self-configured on the client-side, and had a negligible impact on user performance.

Based on these positive results, BBH began the process of implementing EdgeSight, first in a highly visible, mission critical and active business area – trading desk – where tangible benefits were instantly recognized. Finally, the software was deployed firm-wide. Today

EdgeSight is installed on end-user systems throughout its entire organization, including New York, Chicago, London, Zurich and Tokyo.

### CHALLENGES MET

Reflectent worked with BBH to build a methodology that would enable the firm to customize reports they could generate using the data captured by the software. As a result BBH was able to change the way it supported business users and improve service levels. “EdgeSight provides us with a wealth of information that enables us to proactively review our day-to-day performance from an end-user perspective,” says Dan Sauer, BBH Vice President of End-user Computing.

EdgeSight automatically monitors application and system performance and availability, providing real-time alerts for network outages, application errors and crashes and spyware and virus downloads, among others.

The software also reports on top application crashes, slowest sites and servers and low disk space, enabling the IT group to anticipate and identify problems even before the user notices. “We’ve had instances where EdgeSight has alerted us to a bad hard drive or maxed out memory and we’ve shown up at the user’s desk to address the problem – before they’ve become aware that there’s an issue,” says Sauer. The result: fewer calls to the service desk as well as pleasantly-surprised end-users.

BBH has also integrated EdgeSight with its other systems and process management tools such as its service desk support tools to provide a seamless process for identifying, responding to and tracking end-user issues.

### ANTICIPATING CHANGE AND PINPOINTING PROBLEMS

With an end-user systems management solution in place, the IT group has gained tremendous insight into the implications of system updates and software changes, in terms of how end-users will be impacted. When the company deployed

Office XP, EdgeSight reports indicated that PCs with 256 KB of memory would have to be upgraded to 512 KB to eliminate performance issues.

In addition when applications are performing slowly, desktop operations staff are able to rapidly determine if the degradation is network-related. "The monitoring capabilities of the software provide us with the ability to pinpoint problems faster and resolve issues more quickly," notes Tony Martins, BBH Desktop Operations Technical Analyst.

EdgeSight also helps BBH manage software utilization by monitoring which applications are actively being used across all devices.

As a result, BBH is able to better track license compliance and reclaim and redistribute under-utilized licenses rather than purchasing new licenses when requests are made. The firm can then renegotiate annual contracts based on actual usage data.

### **DELIVERING IMPROVED END-USER QUALITY OF SERVICE**

EdgeSight is enabling BBH to accomplish its goal of monitoring the performance, availability, and usage of enterprise applications from the end-user's perspective. "EdgeSight has provided a significant benefit to the technology organization, but more importantly, to our end-users," concludes Berk.

"The monitoring capabilities of the software provide us with the ability to pinpoint root causes faster and resolve issues more quickly."

***Tony Martins***

*Desktop Operations  
Technical Analyst*